



CITY OF SANTA FE

Request For Proposal

Purchasing Office
City of Santa Fe
Building "H"
2651 Siringo Road
Santa Fe, NM 87505

Solicitation Number: RFP #'17/04/P

Materials and/or Service: Software and Implementation Services for a Parking Citation Administration and Revenue Reconciliation System.

Solicitation Due Date: September 9, 2016 **Time:** 2:00 pm (Mountain Time)

Mailing, Third-Party Carrier (FedEx, UPS, etc.) and Hand-Submitted Proposals Address:

Attn: Robert Rodarte
Purchasing Office
City of Santa Fe
Building "H"
2651 Siringo Road
Santa Fe, New Mexico, 87505

All Offers must be received by the City of Santa Fe at the specified location by the date and time cited above. Late Offers will not be considered. The mere fact that the Proposal was dispatched will not be considered; the firm must insure that the Proposal is actually delivered. Regardless of cause, late qualifications will not be accepted and will automatically be disqualified from further consideration. It shall be the Offeror's sole risk to assure delivery at the designated office by the designated time. Late qualifications will not be opened and may be returned to the Offeror at the expense of the Offeror or destroyed if requested. Except for trade secrets and confidential information which the Firm identifies as proprietary, all Proposals will be open for public inspection after the contract award. Vendors are advised to carefully read the entire Solicitation Package. Offers that do not comply with all Instructions contained herein may be disqualified.

Solicitation packages can be obtained by downloading from the City of Santa Fe website: http://www.santafenm.gov/bids_rfps. Should you experience problems downloading the solicitation, use the information contained in Table 02 (Point of Contact).

Attendance at the Teleconference is not mandatory; however, Proposers are strongly encouraged to attend.

Teleconference Event: July 27, 2016 @ 3:00 P.M. (Mountain Time)

Vendors that are interested in participating in the Pre-Proposal Vendor Conference shall contact the City in writing using the information contained in Table 02 (Point of Contact) to request the teleconference information.

OFFERORS ARE STRONGLY ENCOURAGED TO READ THE ENTIRE SOLICITATION.

Published via http://www.santafenm.gov/bids_rfps July 21, 2016

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All communications concerning this solicitation must be directed to the person identified within this solicitation in Table 02. Communications with other City staff may disqualify you from the evaluation process.



Software and Implementation Services for a Community Development System

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1.0 RFP Introduction and Background

1.1 Introduction

This Request for Proposals (RFP) is intended to solicit proposals from proposers capable of satisfying The City of Santa Fe's needs for software and professional services to provide a Parking Citation Administration and Revenue Reconciliation System. Proposers' responses will be evaluated and ranked based on the criteria described in this RFP. If a system is available that meets the City's needs, the City may then enter into contract discussions with the selected proposer. In addition to soliciting written responses, this document provides information to assist proposers in preparing their responses and facilitates the subsequent evaluation and comparison process. In that regard, this RFP:

- Provides information essential to soliciting meaningful recommendations and realistic commitments from the proposers;
- Specifies the desired format and content of proposals in response to this RFP;
- Outlines the City's evaluation and selection procedures;
- Establishes a schedule for the preparation and submission of proposals in response to this RFP; and,
- Establishes a performance standard for the selected proposer.

This RFP and the selected proposal in response to this RFP will be incorporated into the contract resulting from this solicitation; provided, however, that the contract may contain terms different from or in addition to this RFP and the successful proposal. For purposes of this RFP, the term "vendor," "offeror," and "proposer" are considered to have the same meaning.

1.2 About the City of Santa Fe

The City of Santa Fe's purpose is to be the top tier community in New Mexico for living, working, and recreating. Santa Fe is the largest metropolitan area in the county of Santa Fe and was established in the early 1600s; it is one of the nation's oldest communities. The City has a diverse population of approximately 82,000. Santa Fe's economy is based largely on tourism and state government. Visitors are attracted year-round by the beautiful high desert climate and related outdoor activities plus cultural activities of the City and area. The City delivers a wide array of services through twelve (12) departments which are both operational and supportive in nature. The majority of services offered by the City of Santa Fe are delivered by City employees, while some are delivered by partners. The City departments are grouped into one of three categories: public safety, core services, and quality of life programs. Public safety consists of services such as fire protection, law enforcement, and adjudication, without which unsafe conditions might emerge within the City. The core services the City of Santa Fe provides include: water, waste water, and solid waste; infrastructure; and community services such as senior and youth services. Quality of life services and programs include those things that help to make Santa Fe a better place to live, and help us reach for the future: economic and community development, parks and recreation, libraries, and public transportation. In all services, the City of Santa Fe employees try to promote a customer first orientation.

The workforce of the City of Santa Fe includes 1,635 employees (including elected officials). Of these, 1,315 are full time employees and 320 are part time or temporary employees. 94 percent of employees are non-exempt and 6 percent are exempt. There are three main bargaining units in the City of Santa Fe: the Police Officer's Association, the International Association of Fire Fighters, and the American Federation of State, County and Municipal Employees (AFSCME). In general, employees with management roles are not covered by a bargaining unit. The City of Santa Fe has 87,907 Capitalized Assets; the accumulated cost with depreciation (as of 6/30/2014) is \$1,475,119,281.94. These assets include 5,938 open space acres, 100 parks, the municipal water shed and its two dams, a water treatment plant, the Buckman Direct Diversion plant, a wastewater treatment plant, a golf course, four aquatics centers and three recreation centers, five senior centers, three libraries, a municipal airport, the Santa Fe Community Convention Center, nine fire stations, a police station and two substations, and seven main government campuses (including City Hall). In addition, assets include all of the vehicles, heavy machinery, and specialized equipment needed to perform the variety of tasks assigned to the City, and throughout its many functions.



The City of Santa Fe's computing environment is comprised of a hub and spoke network topology consisting, primarily, of Cisco internetworking routers, switches and Wi-Fi equipment. The network spans over 45 remote locations, which include numerous V-LANs. The City is standardized on Microsoft Windows Server as its Server Operating System, and deploys Microsoft Windows 7 and Microsoft Office 2010 for its Client Operating System and Office Productivity Suite respectively; the City's email system is run on Microsoft Exchange. The City's financial software system (JD Edwards EnterpriseOne), community development software system (SunGard), utility billing system (UCIS) and police records management system (SunGard) reside on an IBM System I running the OS400 operating system. The IBM System I is mirrored real-time with an identical system located at the Regional Emergency Communications Center (RECC), which runs the Computer Aided Dispatch System (SunGard CAD) that supports the Police and Fire Departments. The Fire Department runs a cloud hosted Records Management System (RMS) and Electronic Patient Care Reporting System (EPCR). The Police and Fire Departments deploy Panasonic Toughbook Mobile Data Terminals (MDTs) to provide certain field personnel with mobile access to systems such as CAD, National Crime Information Center (NCIC), Traffic and Criminal Software (TraCS), mobile mapping, etc. The Transit Division and Inspections & Enforcement Division also utilize MDTs. The City's Land Mobile Radio System (LMR) is from Motorola and is comprised of fifteen (15) trunked radio repeaters. In addition to public safety, the LMR provides mobile communications for Public Works, Public Utilities, Land Use and Transportation. The City also utilizes a cloud hosted Automated Vehicle Locator (AVL) system utilizing Global Positioning Satellite (GPS), Geographical Information Systems (GIS) and wireless technologies to manage its vehicles fleets in Public Utilities, Public Works and Transportation. The City's GIS system is built on ESRI standards using ArcGIS technology. The City's Parking Division utilizes T2's Unified Parking Management Software System.

1.3 Current Electronic Citation Issuance & Reporting System (ECIRS)

The PVB's current Electronic Citation Issuance & Reporting System (ECIRS) is integrated with the existing Parking Citation Processing System (PCPS) and consists of the following:

- a) A total of nine (9) Electronic Handheld Citation Issuance Units (hereinafter referred to as "handhelds"), with built-in or bluetooth printer and built in digital camera.
- b) Computer software for use in the handheld units and at the processing facility performs and/or supports the following functions:
 - Manual entry of citation data and task assignments by the PEO; recording of citation data in the memory of the handheld unit; Printing of Citations;
 - Downloading stored citation data and task assignments to the PCPS; Receiving VLNs, VINs, and RPP information from the PCPS;
 - Manual entry by PEOs of repairs and/or maintenance required for parking meters, parking signage and color curbs; and Abandoned Vehicle Tracking.
- c) Computer hardware, including a processing facility that consists of a primary base station located at the Sandoval garage and a secondary base station located at the Santa Fe Police Station.

1.4 Project Objectives

The City of Santa Fe is planning to replace its current software system environment that supports various business processes with a Parking Citation Administration and Revenue Reconciliation System. In doing so, the City seeks to address several challenges in the current environment, including but not limited to:

- The Parking Division currently issues approximately 33,000 citations annually. Approximately 60% of these citations are presently collected. The goal of the Parking Division is to streamline citation processing, offer citizens an user friendly and efficient on-line system and increase the present collection rate to above 85% by investing in a state-of-the-art CARRS which will include Professional Collections of all unpaid parking citations.

In order to address these challenges and others, the City has initiated a project to adequately plan for, select, and implement a replacement software system. Section 2.0, Project Scope, outlines the features and



functionality desired in a future systems environment as well as the professional services activities to be a part of implementation.

The primary objective is to procure, implement and maintain a system or an integrated system of systems that mitigate the challenges listed above, allow for streamlined collection and processing of information, and to facilitate standardization and timely access to information.

1.5 Definitions

In order to simplify the language throughout this request for proposal, the following definitions shall apply:

"Abandoned Vehicle Tracking System" or "AVTS" shall mean an automated system utilizing handheld citation computers which track abandoned vehicle complaints and reports on the status, history and follow-up actions required to resolve abandoned vehicle complaints, as further described in Section 4.

"Addenda" shall mean written instruments issued by the City of Santa Fe prior to the date for receipt of proposals which modify or interpret the Request for Proposal (RFP) documents by addition, deletions, clarification or corrections.

"Administrative Adjudication Program" shall mean the City's program for administrative consideration of a protest, including Administrative Review and Administrative Hearings, as further described in Section 4.6 herein.

"Administrative Hearing" shall mean a hearing mandated by New Mexico Statutes Annotated (NMSA) and City Ordinance or any other applicable law or regulation which is conducted by the Hearing Division for the administrative adjudication of a Protest, as further described in Section 4. Administrative Hearing is the second level review for a Citation Protest, following an Administrative Review.

"Administrative Review" shall mean an initial review of a parking Citation or Notice of Delinquent Parking Violation by the Citation Division following receipt of a Protest as mandated by New Mexico Statutes Annotated (NMSA) and City Ordinance and as further described in Section 4.

"Agreement" shall mean the contract to be entered into by the City of Santa Fe and the successful Proposer for Citation Administration and Revenue Reconciliation System pursuant to this Request for Proposals.

"Automated Telephone Answering System" or "ATLAS" shall mean a telephone help line to make information on Citation processing procedures, parking permits and other parking related matters available to the public, as further described in Section 4 herein.

"Boot Hearing" shall mean a hearing as defined by City Ordinance.

"Citation Processing Fee" shall mean the amount described owed by City to Contractor for each Citation processed by the CARRS, excluding those Citations assigned to the Special Collection System.

"Citation Administration and Revenue Reconciliation System" or "CARRS" shall mean the combined equipment, software and hardware by which the City processes and manages the data and tasks generated by Citation issuance and processing.

"City" shall mean the City of Santa Fe, a political subdivision of the State of New Mexico, acting by and through its Parking Division.

"City Implementation Team" shall mean the team of City staff that will lead the implementation of the CD software system.

"City Project Manager" shall mean the person designated by the City of Santa Fe to be the City Project Manager assigned to act on behalf of the City during the term of this Contract.



"Complainant" shall mean a registered owner of a vehicle who is contesting a Citation, the towing or immobilization of a vehicle for which they are responsible.

"Contract" shall mean the contract to be entered into by the City and the successful Proposer for Citation Administration and Revenue Reconciliation System (CARRS) pursuant to this Request for Proposals.

"Contract Documents" shall mean the Request for Proposals, submitted proposal, including any diagrams, blueprints, Addenda, and a form of agreement between the City and the Contractor, including all change orders, insurance certificates, exhibits, amendments, and attachments.

"Contractor" shall mean the Contractor(s)/consultant(s) that is awarded a contract to provide software and professional services to implement the CARRS software system for the City.

"Contract Project Manager" shall mean the person designated by the Contractor to be the Contractor's Project Manager assigned to act on behalf of the Contractor during the term of this Contract.

"Contract Approval Date" shall mean the date on which all appropriate City officials from whom approvals are required for this Contract have formally sanctioned the transition of operations from the Current Contractor to the Contractor that will perform CARRS services under the new Contract.

"Current Contractor" shall mean T-2 Systems with whom the City has an existing contract for CARRS products and services.

"Customer" shall mean a member of the public who interacts with Contractor's CARRS system in person, via internet, mail or telephone because of a Citation, a Protest, a Complaint, a notice, a parking permit or an administrative or judicial hearing request.

"Days" shall mean calendar days unless otherwise specified in the Contract Documents.

"Disposition" shall mean each decision reached regarding a citation appeal following Administrative Review, Administrative Hearing or District Court decision.

"Effective Date" shall mean the date on which the Current Contractor ceases Citation processing operations and the Successor Contractor assumes all responsibility for operations, systems and services required by this Contract.

"Enforcement Unit" or "Parking Enforcement Unit" shall mean that Unit within the Parking Division that mitigates traffic congestion improves safety and promotes parking turnover throughout the City of Santa Fe by directing traffic and enforcing parking regulations.

"Enforcement Administration System" or "EAS" shall mean the component of the CARRS that enables the Enforcement Unit to review data collected by the ECIRS for effective management of personnel and to review Citation issuance data, as further described in Section 4.

"Fee" shall mean Parking Division permit fees and any applicable monetary assessments for Citations and Citation processing that are added to Fine amounts, such as late payment fees, returned check fees, administrative fees, court filing fees and any Fine enhancements that are authorized by law.

"Field Maintenance Requests" shall mean maintenance requests for specific meters, signs and curb painting, further described in Section 4, which are entered into handheld units by PEOs in the field and then uploaded to the PCPS for automatic transmission as an e-mail message to the maintenance supervisor.

"Fine" shall mean the initial amount of money charged for violation of law.

"Fleet and Government Vehicle System" or "FGVS" shall mean the system described in Section 4 that tracks vehicles assigned to a company or governmental agency and generates billings for Fines and Fees to the vehicle fleet owner.



"Electronic Citation Issuance and Reporting" or "ECIRS" shall mean the component of the CARRS described in Section 2 herein that collects, stores, processes and retrieves information collected through handheld units for issuance of Citations.

"Hearing Unit" shall mean that Unit of PVB the Parking Division whose function it is to conduct Administrative Hearings for vehicle owners, drivers or their authorized agents on contested parking Citations and on towed or booted vehicles as defined by City Ordinance.

"Hearing Examiner/Officer" shall mean an individual authorized to conduct Administrative Hearings pursuant to New Mexico Statutes Annotated (NMSA)

"Hearing Processing System" shall mean the rules and procedures for tracking Administrative Hearings pursuant to City Ordinance and/or New Mexico Statutes Annotated (NMSA).

"Hearing Request" shall mean a request for an Administrative Hearing for a contested Citation.

"Image Management System" or "IMS" shall mean the module attached to the PCPS that captures, stores and retrieves all manually entered citation images.

"Interactive Voice Response" or "IVR" shall mean a voice activated interface with the citation processing system.

"Letter of Credit" shall mean the financial instrument which Contractor is required to maintain to guarantee the performance of Contractor's obligations under the Agreement, as further described in the Agreement. The Letter of Credit and all replacement Letters of Credit provided by Contractor during the term of the Agreement shall be attached hereto and are hereby incorporated by reference as though fully set forth herein.

"Litigation Expense" shall mean any court filing fee and costs, arbitration fees or costs, witness fee, arbitration fees, and each other fee and cost of investigating and defending or asserting any claim for indemnification under this Contract, including, without limitation, in each case, attorneys' fees, professional fees, disbursements and each other fee and cost of investigating and defending, appealing or asserting any claim for indemnification under this Contract.

"Loss" shall mean any liability, loss, claim, settlement payment, cost and expense, interest, award, judgment, damages (including punitive damages), diminution in value, fines, fees and penalties or other charge, other than a litigation expense.

"Miscellaneous Collections" shall mean the system for monitoring and tracking collection efforts for certain enumerated categories of hard-to-collect Fines and Fees that may be assigned to Special Collections by the PVB Parking Division, as further described in Section 2. Contractor is entitled to a Special Collection Fee for any Citation that is assigned to Miscellaneous Collections in accordance with applicable City Ordinances. This Special Collections' Fee will be added to the outstanding and unpaid balance of the citation or citations assigned to Collections and collected by the Contractor. The City of Santa Fe shall not be responsible to pay the Contractor the Special Collections' Fee at any time.

"Mobile License Plate Recognition" or "MLPR" shall mean the equipment and services that enable Enforcement staff to remotely scan vehicle license information from Enforcement Unit vehicles in order to identify licenses with three (3) or more delinquent citations (Scofflaws), who may be subject to booting and towing.

"Motor Vehicles Department" or "MVD" shall mean that agency established by the State of New Mexico to regulate the use and operation of motor vehicles and personal identification.

"New Mexico Statutes Annotated" or "NMSA" shall mean the compilation of laws enacted by the New Mexico state legislature pertaining to the use and operation of vehicles.



“Notice of Delinquent Parking Violation” or “NDPV” shall mean the notice sent out by the Citation issuing agency in accordance with procedures and requirements for notices of delinquent violations specified in City Ordinance and/or New Mexico Statutes Annotated (NMSA).

“Offeror” - See “Proposer”.

“Out-Of-State Collections” shall mean the elements of the CARRS utilized in processing of Citations issued to vehicles registered outside of the State of New Mexico, as described in Section 2. Contractor is entitled to a Special Collections Fee for Citations subject to Out-of-State Collections in accordance with applicable City Ordinances. The City of Santa Fe shall not be responsible to pay the Contractor the Special Collections Fee at any time.

“Parking Citation (Citation)” shall mean a notice of violation issued to a person or a vehicle by a Parking Control Officer employed by City of Santa Fe’s Parking Division, an employee of the City of Santa Fe Police Department, or an authorized employee of another agency for which City of Santa Fe has entered into agreements to issue and process citations for infractions or misdemeanor violations of the laws and regulations governing parking and/or stopping a vehicle or for transit fare evasion or transit passenger misconduct, as codified in the New Mexico Statutes Annotated (NMSA), the City of Santa Fe Uniform Traffic Ordinance or other applicable law or regulation. “Citation” shall not include a moving violation as defined in the New Mexico Statutes Annotated (NMSA).

“Parking Citation Processing System” or “PCPS” shall mean the component of the CARRS that manages the data entry for, processing and adjudication of Citations, including the Residential and all other Permit Parking programs, as further described in Section 4.

“Parking Enforcement Officer” or “PEO” shall mean an employee of the Parking Division authorized to issue parking Citations and enforce traffic regulations within the City of Santa Fe.

“Parking Information Website” or “PIW” shall mean the destination on the Internet that provides Citizens with information regarding available parking options and parking citations in the City of Santa Fe. The requirements for PIW maintenance are further described in Section 4.

“Parking Violations Bureau” shall mean the Unit within the City’s Parking Division which provides assistance and administration for parking citations; collects revenue for parking citations and issues parking permits.

“Processing Facility” shall mean the primary base station established pursuant to this Contract at 500 Market Street, Suite 200 and satellite stations at each of the Enforcement Unit locations for maintenance of the ECIRS database and for information exchange between the handheld units and the computer hardware.

“Project” shall mean this CARRS Software Selection project.

“Project Scope” shall mean the scope of services to be provided by the Contractor(s).

“Proposal” shall mean a complete and properly signed proposal to provide goods, commodities, labor or services for the sum stated and submitted in accordance with the Request for Proposal.

“Proposer” or “Offeror” or “Vendor” shall mean the person, Contractor, corporation, partnership or other entity submitting a Proposal on items listed in the RFP Documents and thereby agreeing to meet the Contract terms and conditions if awarded the contract.

“Protest” shall mean a formal challenge of a Citation, a Notice of Delinquent Parking Violation, or the towing or immobilization of a vehicle by means of any applicable procedural requirements established by law, regulation, contract or City Ordinances.

“Protestant” shall mean a person who files a Protest.



"Registered Owner" shall mean the person or business that has legal ownership and responsibility for a vehicle as established by the official records of the New Mexico Motor Vehicles Department or other State vehicle registries.

"Residential Permit Parking" or "RPP" and Business Permit Parking shall mean that program which allows residents and business owners of certain areas within the City to obtain permits exempting permitted vehicles from parking time restrictions within the RPP zones.

"Residential Permit Processing System" or "RPPS" shall mean an accounting and billing system that allows the City to issue and track different types of parking permits issued to residents and businesses, as further described in Section 4.

"Resource Plan" shall mean resources needed to perform Project activities.

"Santa Fe Police Department" or "SFPD" shall mean the police department of the City of Santa Fe.

"Santa Fe Uniform Traffic Ordinance" or "UTO" shall mean the compilation of ordinances pertaining to traffic rules and regulations which are part of the Santa Fe Uniform Traffic Ordinance.

"Scofflaw" shall mean a vehicle in violation of New Mexico Statutes Annotated (NMSA) and City Ordinance because it has three (3) or more delinquent Citations.

"Services" or "Work" shall mean all services to be performed by the Contractor to successfully complete the enterprise software system(s) implementation Project to the satisfaction of the City.

"Special Collection Fee" shall mean the fee charged by a Collections Unit of the successful CARRS contractor or a subcontractor of the successful CARRS contractor or the City. This collections' fee will be charged to the registered owner in accordance with applicable City Ordinances. The City of Santa Fe shall not be responsible to pay the Contractor the Special Collections' Fee at any time.

"Special Collection System" or "SCS" shall mean the system that provides monitoring and tracking software, hardware, training and technical support for Out-of-State and Miscellaneous Collections, as further described in Section 2.

"Squad" shall mean a unit of Parking Control Officers or police department officers and staff.

"Subcontractor" shall mean any individual, corporation, company, or other entity who contracts to perform work or render services to a Contractor or to another subcontractor as part of this Contract with the City.

"Tow Hearing" shall mean a hearing as specified by New Mexico Statutes Annotated (NMSA) or by City Ordinance.

"Tow Noticing System" or "TNS" shall mean a system utilized to look up Registered Owner information and mailing out notices of storage from a list provided by the City's Towing Contractor.

"Vehicle Identification Number" or "VIN" shall mean a universal letter and numbering protocol designed to uniquely identify a particular vehicle, as set forth in New Mexico Statutes Annotated (NMSA).

"Vehicle License Number" or "VLN" shall mean the series of letters, characters and/or numbers found on a vehicle's license plate(s) issued by a state governmental entity that uniquely identifies a particular vehicle.

"Wide Area Network" or "WAN" shall mean a computer network that links offices through the City's Department of Information Technology.

VENDOR – See "PROPOSER".

1.6 City's Consulting Partner



The City may retain a consulting partner for this project. The role of consulting partner is to provide information and analytical services to support this project. Evaluations and resulting decisions will be made solely by the City of Santa Fe.

1.7 RFP Schedule of Events

The following RFP Schedule of Events represents the best estimate of the schedule the City will follow. The City has performed extensive planning work and has planned to meet the dates described below. Vendors are encouraged to hold the demonstration dates listed. If a component of the schedule is delayed, it shall be anticipated that the remaining components will also be delayed by a similar number of days. Any significant change to the schedule will be published via RFP Addendum.

Table 01: RFP Schedule of Events

Event	Estimated Date
Date of Advertisement	July 21, 2016
Request for Proposals Released	July 21, 2016
Pre-Proposal Vendor Conference	July 27, 2016 @ 3:00 pm MST
Deadline for Questions From Vendors	August 22, 2016 @ 4:30 pm MST
Final Addendum for Questions Published	August 29, 2016
Deadline for Proposal Submissions	September 9 , 2016 @ 2pm MST
Evaluation Period Commences	September 15, 2016
Vendor Demonstrations	Week of September 26
Recommendation of Award to Finance Committee	Early October (<i>Tentative</i>)
Recommendation of Award to City Council	Late October (<i>Tentative</i>)

1.8 Pre-Qualification of Vendors

The City has not employed a pre-qualification process. No vendors are either pre-qualified or precluded from responding to this RFP.

1.9 Minimum Qualifications

In order for proposals to be evaluated and considered for award, proposals must be deemed responsive. To be deemed responsive, the submitted proposal documents shall conform in all material respects to the requirements stated by the RFP, and, proposers shall document and validate the capability to fully perform all requirements defined by the RFP. Factors to be considered include, and may not be limited to: experience, integrity, reliability, capacity and other factors required to provide the services defined by the RFP.

1.10 Partnerships and Proposers of Subsets of Functionality

Proposers are encouraged to establish partnership relationships to fully provide all requirements defined by the RFP. Vendors engaged in a partnership relationship shall submit a single proposal in response to this RFP. Partnership relationships shall be clearly defined by proposal responses. Such definition shall identify the entity in the partnership relationship deemed to be the Prime Vendor. It is expected that any item in the proposal response guidelines that relates to an individual vendor’s capabilities shall be responded to for each vendor in the partnership relationship.

Proposers who elect not to partner, or not to partner to provide functionality for all functional areas shall clearly describe the functionality proposed.



Proposers are also encouraged to propose on a subset of functionality if the proposed software cannot provide functionality for all requested modules. The City will consider proposers of a subset of functionality on the relative merit of the functionality proposed based on the evaluation criteria laid forth in this RFP, and reserves the right to enter into negotiations for one or more proposers in order to achieve a “best of breed” solution. The City does have a preference towards an end-to-end solution, but is willing to consider a best of breed solution.

1.11 Incurred Expenses

There is no express or implied obligation for the City to reimburse responding firms for any expenses incurred in preparing Proposals in response to this Request for Proposal and the City will not reimburse responding firms for these expenses, nor will the City pay any subsequent costs associated with the provision of any additional information or presentation, or to procure a contract for these services. The City will also not be responsible for any costs associated with preparing and/or participating in any systems demonstrations requested of the Proposer’s product.

1.12 Questions and Inquiries

It shall be the responsibility of the Proposer to inquire about any portion of the RFP that is not fully understood and susceptible to more than one interpretation. Written inquiries are required. All questions concerning the RFP must reference the page number, section heading, and paragraph, if applicable. Questions may be submitted via email and Proposers shall insert “City of Santa Fe CD Software System RFP Question” in the subject line. Oral communications will not be accepted. The following table provides the primary contact and the acknowledgement contact information. With any communications, both the primary and acknowledgement point of contact should be included.

Table 02: Point of Contact

Point of Contact	
Primary	Acknowledgement
Robert Rodarte City of Santa Fe Telephone rrodarte@ci.santa-fe.nm.us	Shirley Rodriguez City of Santa Fe Telephone sarodriguez@ci.santa-fe.nm.us

Questions and inquiries related to this RFP, including questions and inquiries related to technical issues are to be submitted in writing via email and directed to the Point of Contact using the contact information in Table 02 above.

In accordance with the RFP Schedule of Events in Section 1.7, all questions must be received in writing no later than August 22, 2016 at 4:30 pm Mountain Time. Questions and answers will be issued in accordance with Section 1.15, Amendments and Addenda.

Proposers shall not contact City staff with any questions or inquiries. Unauthorized contact with any personnel of the City may be cause for rejection of the Proposer’s response. The decision to reject a Proposal is solely that of the City.

1.13 Clarification and Discussion of Proposals

The City may request clarifications and conduct discussions with any Proposer who submits a Proposal. Proposers must be available for a system demonstration to City staff on dates specified in Table 01 if selected for system demonstrations. Failure of a vendor to respond to such a request for additional information, clarification, or system demonstrations may result in rejection of the vendor’s proposal.

1.14 Mandatory Pre-Proposal Vendor Conference



A mandatory Pre-Proposal Vendor Conference will be held on July 27, 2016, 3:00 pm Mountain Time. The Pre-Proposal Vendor Conference will be hosted via teleconference. The City will not be hosting an in-person option for the Pre-Proposal Vendor Conference.

Vendors that are interested in participating in the Pre-Proposal Vendor Conference shall contact the City in writing using the information contained in Table 02 (Point of Contact) to request the teleconference information.

The format of the Pre-Proposal Vendor Conference will be an overview presentation of the RFP, its contents, the RFP Schedule of Events, and additional topics. Following the presentation, vendors will be able to ask questions related to the RFP or the overall process. The City will attempt to answer all questions at that time, but answers provided shall not be binding. Following the Pre-Proposal Vendor Conference, the City will issue an addendum with all material questions asked and their respective answers.

Participation in the Pre-Proposal Vendor Conference is not mandatory.

1.15 Amendments and Addenda

All clarifications and RFP revisions will be documented in an addendum and publicly published to the City's website. The City will attempt to publicly publish periodic addenda on a timely basis between the RFP publishing date and the date of the final addendum on August 29, 2016.

Only questions and answers documented in an addendum shall be binding. Each addendum issued will contain an acknowledgement form which shall be signed and returned with proposers' responses. The City reserves the right to revise the RFP prior to the deadline for proposal submissions on September 9, 2016. Revisions shall be documented in an addendum and publicly published to the City website.

2.0 Project Scope

2.1 Functional Areas

The following table contains the list of functional areas of the desired CARRS system.

Table 03: Functional Areas

No.	Functional Area	No.	Functional Area
1	Electronic Citation Issuance and Reporting System (ECIRS)	4	Special Collections System (SPS)
2	Enforcement Management System (EMS)	5	Marketing and Revenue Generation Program
3	Parking Citation Processing System (PCPS)	6	Noticing and Correspondence

The List of Functional and Technical Requirements/Capabilities contained in Attachment B contains the detailed functionality the City requires within each functional area in a future system(s).

2.2 Furnishing of New Handheld Units

The successful Proposer shall furnish as part of the CARRS contract thirty (30) handheld units including printers and accessories from a manufacturer selected and approved by the City. The Proposer shall also as part of the CARRS contract provide the necessary software needed to integrate the handheld units with the proposed PCPS. The cost of furnishing the ECIRS in its entirety will be included in the CARRS Cost Proposal. The Contractor shall provide the City a price guarantee which shall not exceed the proposed pricing for additional order of ECIRS components and accessories for a period of three (3) years from the contract start date.

2.3 Handheld Device Requirements



The Contractor shall provide an Electronic Citation Issuance and Reporting System (ECIRS) that will provide handheld units with features, functionality and services listed below at no expense to the City beyond the Citation Processing Fees identified in the Cost Proposal.

- a) Processing of citations entered into handheld units by PEOs in the field;
- b) The ability to identify vehicles' RPP status, vehicles that are Scofflaws and/or reported as stolen and/or involved in felonies by VLN and VIN look-up through the handheld unit;
- c) The ability to access MVD in real time to retrieve Disabled placard information.
- d) The ability for a PEO to enter a personal identification number (PIN) and password for the operation of the handheld unit.
- e) The ability to access all data and images associated with a Citation stored in a handheld unit;
- f) Built-in bar code reader and digital color camera with highest available pixels;
- g) The ability for the PEO to capture image/s of each violation;
- h) Automatic printing of violation photo selected by PEO on each citation prior to issuance;
- i) The generation of City specified reports from data collected by handheld units;
- j) Simplified Training and hip-pocket reference manuals for City employees on handheld units;
- k) Additional options pertaining to handheld units as outlined in System Enhancements;
- l) The automatic capture of PEO tasks and time spent from handheld units;
- m) The ability to manually input PEO tasks and enforcement time spent into handheld units; and
- n) At each current and future Enforcement location, docking stations and recharging capabilities to keep the handhelds available for PEO use.
- o) Replacement of City's existing handheld units with City selected new handheld units within two (2) months of contract start date but no later than a total of sixty (60) calendar days of contract start date. This time frame includes Contractor's support services for live pilot testing and Contractor's procurement of replacement handheld units, printers, warranties and associated software and peripherals.

As part of anticipated handheld replacement, Contractor shall provide working versions of a minimum of three (3) proposed replacement systems and a minimum of three (3) handheld units and printers from each proposed system for demonstration and testing. Contractor shall install these three (3) different handheld systems including the three (3) handheld citation-issuance devices each at a location designated by PVB, and shall provide training and support sufficient to enable Enforcement Unit personnel to use and evaluate the proposed equipment. Successful Pilot testing must be conducted for a period of at least two (2) work weeks or twelve (12) work days.

The proposed system will integrate the PCPS and the ECIRS to upload citations and download information to handheld units through VIN or VLN to identify stolen vehicles, vehicles that are eligible for booting or towing, RPP status and code table information related to the data editing requirements of the system.

The proposer shall have the ability to support a pilot test of replacement handheld units, including any restrictions in the use of its proposed system for this purpose.

The ECIRS industry is dynamic and is constantly undergoing technological upgrades. Proposers shall describe the terms upon which they would exchange existing handheld units with newer models as they become available.

2.4 ECIRS Requirements

The Contractor shall provide an ECIRS system with the following features, functionality and services at no expense to PVB beyond the Citation Processing Fees identified in the Cost Proposal:



- a) The same functionality as the current system described in Section 1.3.
- b) Transfer of Citation data from the handheld units to the City's and/or Contractor's processing facility.
- c) Two-way electronic transfer of Citation data between the ECIRS and the PCPS in a manner that eliminates the need for physical counting, batching and delivery of Citations.
- d) Management and maintenance of the current ECIRS or replacement of current system components with PVB's prior written approval of any proposed replacement system.
- e) Comprehensive reference manuals for PVB's operations and management personnel in the full use of the ECIRS or any replacement system implemented during the term of the Agreement, including instructions for system maintenance, hardware and software, and ongoing system support.
- f) Project management, programming of live testing and procurement of new handhelds and printers to replace current handhelds and printers within sixty (60) days from contract start date.
- g) Additional options pertaining to ECIRS as outlined in System Enhancements.

The Proposal must describe in detail the actions, if any, that system operators must take to initiate exchange of data between the handheld and its server. Proposals shall fully describe the data that can be downloaded and uploaded between the handheld unit and its data server and the system's ability to pass such data between the server and an external PCPS management information system.

2.5 ECIRS Computer Access

Information stored and maintained in the ECIRS must be accessible from computer workstations attached to City's WAN/internet. The successful Contractor shall replace hardware as required for uninterrupted operation of the CARRS.

Proposals may specify a variety of computer configurations, including the possibility of adding new or additional equipment; however, any proposed computer configuration must include at a minimum:

- a) All PCs must be compatible with Microsoft Windows 7 x64 bit operating system.
- b) All Monitors shall be a minimum 24 inch HD flat screen color monitors.

Proposals shall describe the minimum hardware and software requirements for any workstation used to request and update information with the proposed ECIRS.

2.6 ECIRS-PCPS Connectivity

The ECIRS must operate in an integrated fashion with the PCPS. Transfer of data between the two systems must use a high-speed communications link that will protect the security of the data.

The proposed ECIRS-PCPS connection software interface must be fully described in the Proposal.

The Proposal must also describe the proposed audit procedure by which a file defining transferred records accepted by the PCPS will be downloaded back to the ECIRS. The ECIRS must have the capability to verify that the Citation records transferred are identical to the Citation records transmitted.

2.7 Data Transfer Process

The Contractor must ensure the integrity of all data transmission, including reconciliation of the number of Citations transmitted with the number received and processed.

The downloading process from the handheld units to the PCPS must be fully automated and not require manual intervention.



Data transfer between the PCPS and ECIRS must include VLNs of vehicles eligible for booting or towing as well as stolen vehicles and vehicles involved in felonies. The ECIRS must merge and post such VLNs and vehicle status as eligible for booting, towing or identified as stolen into appropriate, designated tables programmed into the software of the handheld units.

Proposals must include a thorough description of the data transmission and reconciliation procedures. Proposals shall describe the system for transferring the data from the handheld units, including the telecommunications environment, data transfer hardware to upload and download data, computer hardware and software environment for storage of handheld data records and upload/download of information to the PCPS.

2.8 Data Security

The transfer of data from ECIRS to PCPS must be secure. Proposals must describe in detail the proposed system's capabilities for securing data during data transfer from the handheld units to the ECIRS, and Proposer's recommendations for securing data during transfer from the ECIRS to the PCPS. Proposed data security shall be fully PCI compliant throughout the Term of the Agreement.

2.9 Field Maintenance Requests

The ECIRS must provide the ability to use the handheld units to capture various Field Maintenance Requests for specific meters, signs and curb painting throughout City of Santa Fe. Field Maintenance Requests must be transmitted directly to the PCPS upon upload to the ECIRS. Transmissions shall be sent via email to the Maintenance Supervisor and other designated personnel email accounts. The Field Maintenance Requests system must be able to confirm that the message was received and be able to resend the message as appropriate. Proposers shall describe their ability to provide this function.

2.10 Support and Maintenance

The Contractor shall at all times provide maintenance and support services for all hardware, software, equipment and systems supplied pursuant to the Agreement. Any manufacturer warranties must be assigned to PVB.

2.11 Contract Liquidated Damages

Failure of the Contractor to ensure the integrity of the transmission and reconciliation of the number of Citations transmitted with the number received and processed shall result in a credit to PVB of \$250 per incident.

Failure to electronically download information from the handheld units to the PCPS will result in a credit to PVB of 5% of the Proposer's monthly invoice amount for each incident that requires manual intervention.

Failure of the system to transmit Field Maintenance Requests through the handheld units shall result in a credit to PVB of \$250 per incident.

Failure of the Proposer to adhere to the schedule for installation, training and/or implementation of the new system, once approved by PVB, shall result in a credit to PVB of \$2,500 for each calendar day of delay, unless written approval from PVB for the delay is secured before the deadline for the task has passed.

Failure of the system to maintain security data as described in Section 2.4.4 will result in a credit to PVB of \$1,500 per incident.

The ECIRS and PCPS systems must operate in an integrated fashion 98% of the time within a given calendar month. Failure to meet this requirement will result in a credit to PVB of 10% of the Proposer's invoice amount for any incident that exceeds the 2% allowance for failure of ECIRS -PCPS integration within a given billing month.



2.12 Enforcement Management System (EMS)

The second component of the CARRS consists of procurement of a comprehensive Enforcement Management System (EMS) that receives new and updated data from the handheld units and allows:

- a) Computerized tracking of deployment of resources from the handhelds and manual entry of daily activity log; this allows efficient planning and deployment of Enforcement Unit personnel.
- b) The use of handheld units to report Field Maintenance Requests.
- c) Ability to activate GPS tracking and real-time communication with the MVD for Handicap Placard verification.

2.13 System Requirements

The Contractor shall provide a comprehensive EMS that receives new and updated data from the handheld units of the ECIRS and allows manual input of the daily activity logs. The EMS shall provide the following functionality, features and services:

- a) Tracking of activities performed by PEOs including but not limited to:
 - 1) Work Detail (e.g. Driveway Complaints, Residential Permit Parking, Commute Tow, General Enforcement, Abandoned Vehicle, Booting of vehicles, etc.)
 - 2) Type of Assignment (e.g. Parking Enforcement, Traffic Management, Dispatch, Other Non-Field Tasks, and Administrative Tasks)
 - 3) Work/Non-Work Status (e.g. Sick Leave, Vacation, Training, Light Duty, Breaks, Lunch, Fueling, Travel Time, Roll Call, Debriefing, etc.)
 - 4) Supervisor/PEO designation
- b) On-line, real-time entry of daily field activities of PEOs and other agency personnel who issue Citations.
- c) User-friendly retrieval of the records of all PVB employees who issue Citations. Record retrieval must be capable of being initiated by entering the issuer's name, badge number, their Supervisor's name or by entering dates or date ranges.
- d) The capability to interface with the ECIRS and to incorporate manually entered data.
- e) PCPS database interface to capture and record the number of Citations issued by type of violation and by the number of Citations issued for each type of violation by issuer.
- f) Display of all the information for every Citation issued during any time range specified by the PVB.
- g) The EMS must include the following fields:
 - 1) Badge number, name area and regular beat assignment (pre-assigned);
 - 2) Patrol date;
 - 3) Supervisor's badge number and name of each subordinate PEO;
 - 4) Assignment at time of task (may be an assignment that differs from the regular beat assignment);
 - 5) Types of field duty and amount of time worked;
 - 6) Non-field duty times; and
 - 7) Citation issued by date, time, location and violation category.

2.14 EMS Online Real-time Maintenance

Proposers shall describe their system's ability to provide on-line real-time maintenance of a complete catalog of parking enforcement supervisory assignments of PEOs. The PCPS must accommodate changes in personnel and assignments, including temporary assignments. At a minimum, the system shall provide information on:

- a) PEOs;
- b) Supervisors;
- c) Work Detail; and



- d) Type of Assignment.

2.15 Tracking at PEO Badge Number Level

Proposers shall describe how their proposed EMS will track activities performed by a PEO within an assigned shift. The information will be tracked by the PEO badge number and police district assignments, and will report Work Detail, Type of Assignment and Work/Non-Work Status, location of Citation issued, as indicated above. The system will also obtain data from the PCPS and ECIRS to update Citation information as required in reports.

2.16 Tracking at Supervisor Level

Proposers shall describe how their proposed system will track activities performed by PEOs for functions by squad, under Supervisor responsibility on a daily basis. The system must allow for PEOs to report to more than one Supervisor in a day. The system should generate both regularly scheduled and on-demand reports that show what amount of time was put forth at the PEO badge number level for the various functions within the Supervisor responsibility or squad assignment.

2.17 Management Reporting of Activities

Proposals shall describe how the proposed system will:

- a) Accommodate and document real-time adjustments to assignments at the PEO badge number and Supervisor/Squad level, and reflect assignments of one PEO to more than one supervisor and/or one Supervisor to multiple assignments, squads or work details.
- b) Group activities by type, to reflect percentage of workday spent on a particular Type of
- c) Assignment, location, Work Detail, or Work/Non-Work Status, by PEO badge number and at the Supervisor level, so that all available hours worked during each 24-hour period are accounted for and documented seven days per week, including weekends and holidays.
- d) Document overtime hours worked by badge number and at the Supervisor level, and describe work detail, type of assignment and non-work status.
- e) Assist management of the Enforcement Division to evaluate day-to-day activity assignments and patrol strategies over time.
- f) Allow for table updates and audits for quality of data in real time.

2.18 Statistical Reports on Productivity Online

Proposers shall describe their system's ability to provide PVB with operational on-line, real-time reports of PEO activities by PEO, location, unit assignment and enforcement area. Citywide statistics must be available for any specified time period. The following management and operational reports are required:

- a) PEO activity summary
- b) PEO activity detail and
- c) Summary of productivity reports

2.19 Contract Liquidated Damages

Failure of the Contractor to provide the Enforcement Management System in accordance with Contract specifications within sixty (60) days of the Contract Approval Date shall result in a credit to PVB of \$500 for each calendar day delayed unless a written extension of the deadline for providing EMS is granted by PVB.

Contractor's system shall be capable of generating Management Reports within sixty (60) days of the Contract Approval Date. Failure of the Contractor to provide the required Management Reports within sixty (60) days of the Contract Approval Date shall result in a credit to PVB of \$500 for each 24-hour period of delay, unless a written extension of the deadline for providing Management Reports is granted by PVB.



2.20 Parking Citation Processing System (PCPS)

The primary functions of the PCPS are the processing of Citations received either from handheld units or from manually written Citations; MVD interface processing; collection of Fines and Fees (Cashiering System); tracking of Administrative Reviews and Hearings; processing of parking permits, Scofflaw booting and tracking and Customer service support. In addition to these primary applications, PVB intends to automate several other applications that are discussed below. The PCPS shall be fully PCI compliant during the entire term of this contract.

The Contractor shall provide all hardware, software, equipment and services for a PCPS that is fully integrated with the ECIRS, with the following features, functionality and services, at no expense to PVB beyond the per-Citation price identified in the Cost Proposal:

- a) Ability to record new Citations issued, including identification of the issuing agency
- b) Ability for the PVB and the public to make online, real-time Citation inquiries
- c) Ability to interface on-line and in real time with New Mexico MVD
- d) Cashiering/Payment Processing/Noticing/Refund and Audit functions
- e) Administrative Review and Hearings Modules for contested Citations, including electronic imaging of Administrative Review and Hearing requests
- f) General Citation data storage and management, along with flexible reporting options
- g) Residential Permit Issuance and Management System
- h) Parking Meter Maintenance System
- i) Towed vehicle tracking and noticing system
- j) Booted vehicle tracking and noticing
- k) Fleet and government vehicle Citation processing
- l) Data entry services for handwritten Citation records
- m) Lockbox check payment processing
- n) Printing and distribution of notices (see Section 9)
- o) Training and user manuals for PVB staff on PCPS and system maintenance requirements
- p) Maintenance support services for equipment, hardware and software
- q) Additional options pertaining to the PCPS as outlined in Section 2

2.21 Citation Processing

The Contractor shall provide all equipment, hardware, software and technical support for all phases of Citation processing, from initial entry of a Citation into a database to final closure by payment, dismissal, or other Disposition. However, with the exception of initial data entry of manually written Citations to be performed by Contractor, the PVB will perform all other PCPS data entry functions.

Proposals shall describe the Proposer's plan for implementing a complete data processing system that is capable of processing up to fifty thousand (50,000) Citations annually, including both handwritten and computer-generated Citations. The Proposal must describe the system's ability to provide active on-line retention of Citation data for at least three (3) years, and on-demand access to printed Citation records for a period of at least three (3) years.

Proposals shall also describe procedures:

- a) For ensuring that each electronically generated Citation has a unique number of algorithms check digits to avoid duplication;
- b) For providing on-demand an electronic facsimile of all Citations generated by handheld units;
- c) For providing "voided" computer generated Citations that can be identified by query and identity of the person who has initiated the "void";
- d) For providing electronic Citations issued to citizens who leave the scene of a violation, so that a facsimile of a Citation can be mailed to the Registered Owner within three (3) days of issuance;
- e) For processing electronic Citations that are subsequently corrected so that a facsimile can be mailed to the Registered Owner with a notice of correction; and,



- f) For providing an audit trail that lists the status of all Citations by number, regardless of disposition (i.e. paid, damaged, destroyed, etc.).

2.22 Handheld System Interface

Contractor shall provide an automated interface with the ECIRS, such that the transfer of data records captured in the field on handheld units are automatically transferred to the PCPS and appropriate information collected and maintained by the PCPS is communicated to the ECIRS. Any replacement software proposed by Contractor for this interface shall be subject to the prior approval of the Parking Division.

The stand-alone ECIRS will transfer database files containing Citations and voided Citations to the PCPS. The PCPS must respond to the transfer of this information with the following records:

- a) A file containing an audit trail that defines all Citations and Field Maintenance Requests received and deposited into PCPS files.
- b) A file consisting of VLNs / VINs of vehicles that are eligible for booting, towing or that have been reported as stolen or involved in the commitment of a crime.
- c) RPP permits status validation.
- d) Any code table files that have been modified since last transmission.

Proposals shall describe the procedure for processing electronic Citations issued to motorists who leave the scene of a violation (“drive-away”) that will permit a facsimile Citation to be mailed to the Registered Owner within three (3) days of the issuance of a Citation.

2.23 Handwritten Citation Processing

PVB will continue to issue Citations that are handwritten and anticipates that it may continue to receive less than 3,000 handwritten Citations per year from various agencies. The Contractor will be sent these handwritten Citations and shall enter them into the PCPS for tracking. PVB’s goal is to further reduce handwritten citations and any cost savings due to reduction in handwritten citations will be credited to the City. The contractor shall show PVB good faith efforts it has taken to reduce costs and credit the City savings from the cost cutting efforts.

Proposals shall describe proposed procedures for the following activities:

- a) Daily collection of handwritten Citations from PVB.
- b) Data entry of handwritten Citations into the system within two (2) working days of
- c) receipt by Contractor. Contractor shall review and resubmit those Citations that do not successfully update for update processing within one (1) additional working day.
- d) Maintenance of back-up hardware and software facilities to provide a level of redundancy sufficient to ensure that new handwritten Citations are updated to the computer database within two (2) working days of receipt by the Contractor.
- e) Maintenance of clear, archive quality records of each handwritten Citation with a unique, sequential document locator number for each record.
- f) Provision of readable reproductions of all records upon request from the public or PVB.
- g) Reconciliation and accounting of handwritten Citations during the recording process.
- h) Recording the following database elements from each handwritten Citation:
 - 1) Citation Number
 - 2) Issue Date
 - 3) Issue Time
 - 4) Agency
 - 5) Officer Name
 - 6) Officer Badge Number
 - 7) Registration Expiration Date



- 8) Location of Violation
 - 9) Vehicle Make
 - 10) Vehicle Model
 - 11) Vehicle Body Type
 - 12) Vehicle Color
 - 13) VIN
 - 14) Violation Code
 - 15) Vehicle VLN, and
 - 16) Any comments/notes.
- i) Data verification and quality control process to validate the data transcribed from handwritten Citations.
 - j) Checking for valid combinations of alpha or numeric data for particular fields, a check-digit algorithm to control errors in the Citation number field, and crosscheck edit of batch numbers and batch counts.
 - k) On-demand reporting of lists of Citations with data field errors.
 - l) Processing of handheld Citations issued to motorists who leave the scene of a violation ("drive away"). A facsimile Citation shall be mailed to the Registered Owner within three (3) days of Citation issuance.
 - m) Researching any rejects or errors, and processing of data entry corrections within three (3) working days from the date the error appears on a daily report.

Failure to adhere to the deadlines described in paragraphs (b), (c) or (k) above shall result in a credit to PVB of \$250 per calendar day of delay.

2.24 MVD Data Integration

Under the laws of the State of New Mexico, the Registered Owner of a vehicle on record at the MVD is liable for a parking violation. The accurate and timely acquisition of Registered Owner information is critical to the success of processing Citations.

The Contractor must provide a system with the ability to immediately retrieve vehicle-related information in a real-time, on-line environment from the New Mexico MVD and integrate it into the PCPS. The Contractor's systems must also use available communication mechanisms

to obtain the same information from all other state motor vehicle registries. This process must include continuous on-line, real-time placement and release of vehicle registration holds with the New Mexico MVD and other States' registries whenever possible. In addition to the name and address of the Registered Owner of a cited vehicle, the VIN shall be collected and displayed in a format that permits a direct comparison with the last four (4) digits of the VIN entered from the original Citation. The system shall record this data for future use in authorized collection activities.

The Contractor must ensure that the system will protect confidentiality with regard to all data obtained from the MVD. Proposals should explain what controls will be in place to protect the confidentiality of Customer MVD information.

2.25 Name and Address Processing

Proposals shall describe the capability of the proposed PCPS to perform the following name and address processing functions:

- a) To obtain Registered Owner information on a daily basis from vehicles towed by PVB.
- b) To process all MVD name and address transactions required to support PVB parking operations.
- c) To interface directly on-line and in real-time with the vehicle registration database maintained by the New Mexico MVD.
- d) To process error messages resulting from returned MVD information.



- e) To obtain Registered Owner information within twenty-four (24) hours of a new Citation record being updated or entered into the database.
- f) To obtain VLN information where the initial request is returned because name and address information was not available ("no hits").
- g) To ensure the accuracy of all data returned by the MVD prior to updating the Citation database.
- h) To query MVD for Registered Owner information using either VLN or VIN.
- i) To document when mail sent to a Registered Owner is returned as undeliverable, to maintain and display such undelivered notices in the Citation history and to retain and display the incorrect address information until updated information is received.
- j) To schedule the processing of additional inquiries to MVD to obtain Registered Owner information when PVB determines that the Registered Owner on file is no longer the vehicle owner and should not be held responsible for the Citation, or when mail is returned from an incorrect address. Proposals shall also note how this schedule will be evaluated as the number of positive responses based upon repeat cycles.

Failure of the Proposal's system to obtain Registered Owner information within twenty-four (24) hours of the new Citation record being updated or entered on the database shall result in a credit to PVB of \$250 per 24-hour period of delay.

2.26 Registration Hold Interface

The Contractor shall provide evidence in their proposal to show whether the New Mexico State allows local jurisdictions to add any Fine amount for unpaid Citations to the bill for annual vehicle registration renewal. This is called "placing a hold" on vehicle registration and is the most effective means of forcing payment of delinquent Citations for vehicles registered in New Mexico as well as Out-of-State registrations. Each step of the registration hold and hold release process shall be completely documented by the PCPS. Should it be discovered that a registration hold is not permitted by the State of New Mexico; the Proposer must submit their proposed alternative solution which will ensure that all available lawful options within the State of New Mexico are fully utilized to collect on outstanding and unpaid citations issued by the City of Santa Fe.

If registration holds are permitted in the State of New Mexico, then proposals shall describe the proposed system's ability to provide the following registration hold functions:

- a) To provide an on-line, real-time interface with the MVD within New Mexico and Out of State to place these holds and to release them when a Citation is resolved, to automatically forward information required by each State MVD for registration hold processing, and to document acknowledgment of receipt of required information by MVD.
- b) To automatically and immediately release the registration hold upon payment at the MVD of all outstanding and unpaid citation balances or to suspend MVD processing when payment or suspend transactions are applied to the Citation record by City's authorized PVB staff.
- c) To update the Citation history for each Citation associated with a registration hold to indicate the most recent processing step in the hold cycle.
- d) To monitor and produce reports of registration hold and release transactions with the MVD, and correct any errors.

2.27 MVD Payment Transfer Update

The PCPS database shall be updated with all Citation payment transaction details. Information received from the MVD about payments made to the MVD shall be reconciled with the Citation database. Because the MVD payment and the records for the payments made come separately, the Contractor will not post MVD payment information unless approved by the PVB.

Proposals shall describe the proposed system's ability to process and account for payment transactions associated with money collected by the MVD.



2.28 Registered Owner Reconciliation

Proposals shall describe the proposed system's ability to provide the following Registered Owner reconciliation functions:

- a) The ability of the data processing system to reliably and automatically compare the issue date of each Citation with the vehicle registration date information on file at the MVD.
- b) The system shall use registration date information to assign legal responsibility for each Citation to a Registered Owner based on the effective date that the VLN was assigned to an individual by a motor vehicle registry. Citations issued before a change is registered shall be assigned to the previous owner.
- c) The ability to accommodate the manual entry and processing of registered owner name and address information to accommodate any data entry errors.
- d) The ability to provide on-line, real-time display of multiple Citation records for a single VLN or VIN, defined by date of ownership.

2.29 Status of Protested Citations

New Mexico law requires that local jurisdictions provide an administrative protest procedure for parking violations. City Ordinance mandates that a parking Citation be contested within fifteen (15) calendar days of the date it was issued, or fifteen (15) calendar days from the mailing of a Notice of Delinquent Parking Violation. City Ordinance requires that an Administrative Hearing with a Hearing Officer is scheduled upon request by the registered owner within five (5) business days from the receipt of a request for a hearing. The actual Hearing date will be selected based upon the Hearing Officer's schedule and availability. Therefore, the Contractor must provide a system that accurately displays all dates relevant to the status of a protested Citation, including the Citation issuance date, the date of mailing a Notice of Delinquent Parking Violation, and the date of receipt of a request for an Administrative Hearing.

Proposals shall describe the proposed system's ability to provide Administrative Reviews and Administrative Hearings.

Failure of the Contractor's system to accurately display all dates associated with the status of a Citation subject to Protest shall result in a credit to PVB of \$250 per incident.

2.30 Temporary Citation Record

A temporary Citation record is used by PVB when inquiries are made about a Citation or when a request is received to contest a Citation or payment mode for a record that has not yet been updated. The temporary record serves as a marker and exists as a record against which transactions are processed.

When the actual Citation record is updated to the database, temporary records shall be merged into the record with the actual Citation information. Processing dates, times and codes from the temporary marker shall be retained and permanently recorded as part of the Citation history.

Proposals shall describe the proposed system's capability of adding a temporary Citation record to the database prior to the actual Citation being posted to the system.

2.31 Data Correction

When a Citation record is corrected the PCPS shall update the Citation record with the new data, and retain a history record of the prior data. The history transaction shall record the date, time and log-on ID of the person making the correction. The system shall have different security levels for different categories of record changes, as specified by PVB.

When crucial data fields such as violation code or VLN are corrected, the system shall automatically perform any necessary processing actions. These shall include sending a new name and address request to the MVD or reinstating a Citation into the noticing cycle.



Proposals shall describe the system's ability to permit manual correction of specified data fields on a Citation record and any automatically generated actions caused by such corrections.

2.32 Processing for Fleet and Government Vehicles

PVB has established working relationships with companies that operate fleets of vehicles (such as Federal Express and UPS), rental car companies (such as Enterprise and Avis) and certain City departments ("FGVS Participants"). These organizations receive a monthly notice of all Citations issued to their vehicles. Rental car companies provide information on the individual(s) who rented their vehicles at the time of the Citation. To support the processing of City vehicles, PVB will provide to Contractor a listing of City Department VLNs.

A Fleet and Government Vehicle System (FGVS) must be fully integrated with the PCPS database. Each Citation record for a VLN that is part of FGVS program shall have an indicator that shows that the vehicle belongs to a FGVS Participant. The FGVS must also be able to identify VLN records that have been terminated from the program. The FGVS shall also allow on-line additions, modifications or termination of FGVS Participants and the addition or deletion of individual vehicles by PVB. When FGVS Participants are removed from the program, all normal collection initiatives shall automatically resume.

The FGVS shall have the ability to produce either a hard-copy report or an electronic transmittal of all unpaid Citations for monthly invoicing, with separate reports for separate categories of FGVS Participant (such as the delivery companies and rental car companies). The FGVS shall be able to request names and address from car rental agencies either by mail or through an electronic interface. The system shall also be able to update names and addresses of Citation records using both written and electronic information provided by FGVS Participants.

Proposals shall describe the proposed system's ability to provide the following FGVS functions:

- a) The ability to provide support for the program that includes at a minimum:
 - 1) Maintenance of existing FGVS participants
 - 2) Bringing new FGVS Participants into the program
 - 3) Noticing FGVS Participants of Citations and processing payments against notices
- b) The ability to track compliance by FGVS Participant, including the following features:
 - 1) A unique number assigned to each participant entry
 - 2) Name and address of the FGVS Participant
 - 3) Contact person for FGVS Participant with telephone number
 - 4) Effective date that FGVS Participant was accepted in the program
 - 5) Date of termination as a FGVS Participant
 - 6) Date that FGVS Participant information was last updated
 - 7) VLNs of vehicles registered in the program, and
 - 8) VIN for the vehicles belonging to the FGVS Participant
- c) The ability to provide the following operational reports for FGVS program:
 - 1) Daily reports of changes, additions and terminations participant
 - 2) Daily control report of registration plate additions and deletions
 - 3) FGVS Management Report listing all active and terminated registrations plate monthly to FGVS
 - 4) Participants that include all new violations, and
 - 5) FGVS Monthly Report listing all unresolved violations from prior Management Records.
- d) The ability to support special processing for Citations issued to FGVS Participants' vehicles.

2.33 Citation Inquiry

The Contractor's PCPS shall provide on-line, real-time access to all Citation data, Registered-



Owner-data and complete records of processing status and public contacts by phone or mail. The system shall provide such data by detail category and in a summary format. The data retrieval system shall be able to accommodate the specialized requirements of PVB's Administrative Adjudication Program and any other specialized programs. The system shall also provide graphical user interface capabilities for all system functions including, but not limited to, screens, menus, data retrieval and reports.

The PCPS shall display cross-referenced information for the VLN, including Registered Owner name and address, name and address of any subsequent owners that have received Citations, detailed information on each Citation, total amount due, effective date of ownership, payment history data and status indicators showing certain conditions, such as a bad check or unpaid administrative Fees. The information to be displayed shall be determined by PVB for each Citation. The PCPS shall have the ability to alert the user if more related data is available that is not displayed on the current data screen.

The Contractor must ensure that the system will protect the confidentiality of all data obtained from the MVD. Proposals should explain what controls will be in place to protect the confidentiality of Customer MVD information.

Proposals shall describe the proposed system's ability to support special processing for parking Citations issued to vehicles owned by FGVS Participants.

Proposals shall also explain how the proposed system will provide, at a minimum, inquiry capabilities that will allow users to retrieve Citation data by entering the appropriate information into one of the following Citation data fields:

- a) VLN
- b) VIN
- c) Citation number
- d) Full or partial name of the Registered Owner
- e) Citation location
- f) Badge or other ID number of person who issued the Citation

2.34 Citation Display

The Contractor's system shall provide on-line, real-time display of Citations that share a common characteristic. For example, entering an individual VLN shall generate:

- a) A display of all Citations assigned to the VLN, and if the VLN is associated with more than one Registered Owner, the system shall display the date of the change in Registered Owner;
- b) The option of displaying only those Citations that are "open," with an unpaid balance owed;
- c) Display of Citations that meet PVB's criteria for vehicle impound eligibility;
- d) Display of all Citations currently identified by MVD for a hold on registration renewal; and
- e) A visible indicator that further research is required when additional VLN records exist for an individual vehicle owner or operator. The system shall have the ability to display all
- f) VLNs related to an individual on a summary screen to improve PVB's ability to collect Fines from owners of multiple vehicles.

Proposals must describe the proposed system's ability to provide the Citation display functions listed above.

2.35 Citation Detail

For each Citation record, the Contractor's system shall enable the PVB to access in an on-line, real-time mode at a minimum the following information:

- a) Summary Citation Data: Citation number, VLN and state of issuance, VIN, parking meter number or street address, violation code with description, issue date and time, location, amount due and current processing status.
- b) Enforcement Data: Badge or ID number of the person issuing the Citation and issuing agency code.



- c) Vehicle Data: VIN, vehicle make, vehicle color, vehicle type, Registered Owner name and address as provided by the MVD and effective date of vehicle ownership.
- d) Financial Data: The original Fine amount plus the dates and amounts of any Penalties that have accrued.
- e) Mail Data: The mail date and description of all notices or correspondence letters mailed, including all return information such as alternate addresses.
- f) Processing Data: The processing batch date and number, date on which the Citation was updated, the date Registered Owner information was requested and received from the vehicle registry and the date that a registration hold was placed, confirmed and released by the MVD.
- g) Registry Data: The vehicle make as recorded by the MVD, the date on which ownership data was recorded and dates that indicate returned mail or registration non-renewal.
- h) Administrative Review Data: The date and time of Administrative Review and
- i) Disposition of Citations following Administrative Review.
- j) Adjudication Data: The date, time and location of an Administrative Hearing and
- k) Disposition following the hearing.
- l) Phone-in, Walk-in Data: For all phone inquiries or in-person contact with Customers.
- m) Suspend Data: The date and time a temporary suspension is applied to a Citation that stops normal Citation processing, the identification of the person implementing the suspension, type of suspension and the date that suspension is to be removed and normal Citation processing is to resume.
- n) Correspondence Data: The date, time, code and description of all correspondence mailed relating to a Citation.
- o) Payment Data: Payment date, payment source (lockbox, walk-in, MVD, mail), payment amount, method of payment (cash, check, etc.), payment batch number and payment processing electronic tracking number.

Proposals shall describe in detail the Citation querying capability of the system, with specific attention to the ability to relate all of the above information in a single inquiry function.

2.36 Additional Remarks

The Contractor's system shall be capable of capturing additional remarks beyond what is recorded in the handheld unit to permit the input of additional information regarding a Citation. Access to the remarks screen shall be available for every Citation record. Data entry on the screen must be controlled by access authorization. Once a remark is added and saved to a Citation record, that remark and its associated information may not be edited, deleted or otherwise altered.

The remarks screen shall be a free-form screen that allows both alphabetic and numeric characters. Data entry shall be allowed until the entire screen is filled. Additional remarks may be entered by accessing additional remarks screens, with no limit on the number of remarks screens that can be associated with a particular Citation record. Multiple screens shall be displayed in chronological order with the screen containing the most current data being displayed first.

The system shall provide the user with the ability to add remarks once a Citation record has been retrieved. System users will add remarks records by either a drop down menu selection or a clickable icon. Upon opening the "add remarks" screen, the system shall automatically populate the remarks record with the following required remarks fields:

- a) The date the remark is entered,
- b) The time remark is entered, and
- c) User ID fields identifying the person opening the "add remarks" screen which cannot be altered once the transaction is entered and saved.



All remarks records already entered shall be retrievable by Citation number, VLN or Registered Owner name. The system must allow the user to display a list of already-entered remarks upon opening a Citation record either by means of a drop down menu or a clickable icon. The list of remarks associated with a Citation record shall display the date remark was entered, the time entered, the user ID of person who entered the remark, and the first fifty-six (56) characters of each remark associated with that Citation. Each remark shall be listed in reverse chronological order, with the most current remark record listed first. The system shall allow the user to select a remarks record by clicking on a listed remark to open the detail of the remark record selected.

Proposals shall describe how the proposed system will meet the Citation remarks functions listed above.

2.37 Citation Recovery

The Contractor shall provide online, real-time access to a history of all Citation activity that displays all processing transactions associated with a particular Citation. The system shall provide a display that includes every transaction related to an individual Citation and which forms a permanent audit trail for future inquiry and research. All transactions shall be listed in reverse chronological order (newest to oldest), with the transaction type (payment, hearing, etc.), transaction date, user ID of the person who processed the transaction and all other codes and information applicable to the transaction. The history shall also detail all collection activity, collection and correspondence by type, date and mail date, cashiering activity and complete historical data, such as name and/or address changes of other manual or automated corrections and revisions.

Proposals shall describe the system's ability to retrieve and display Citation history information.

2.38 VLN/VIN Detail

The Contractor shall ensure that detailed PCPS information related to a particular VLN or VIN shall be immediately accessible in an on-line, real-time environment. VLN/VIN detail shall include information related to a single VLN/VIN for each known Registered Owner, separated into various categories, including:

- a) General Information: The VLN, VIN, effective date of vehicle registration.
- b) Registry Information: The date on which MVD data were requested, date that information was returned from MVD and either confirmed or errors noted, the date that data was processed by the Contractor by updating the database with the Registered Owner's full name, address and VIN.
- c) MVD Hold Data: The number of Citations charged to the VLN that is currently confirmed and on hold at the MVD, and data on the holds that have been released.
- d) Immobilization/Impound Data: The number of Citations that count toward eligibility for immobilization (booting) or impound (towing), as set forth by City Ordinance.
- e) Returned Mail Data: The date that any notice of correspondence was returned by the Post Office as undeliverable.
- f) Correspondence Mail Data: Reverse chronological listing (most recent listed first) of correspondence mailed to the responsible party for a Citation, including the date and time mailed and the type of correspondence.
- g) Summary of Fees: All penalties charged against the responsible party for a VLN, with any payments or penalty waivers recorded and displayed.
- h) Financial Summary Data: The total amount of Fines and Penalties due for an individual VLN and any existing unpaid balance.
- i) Comments Field: A field for PVB staff to make comments about a particular VLN, as distinguished from the remarks field associated with a particular Citation.

Proposals shall describe how online PCPS accessibility to vehicle VLN and VIN data will be accessible on real-time basis.

2.39 Customized Information



The Contractor's system shall serve the comprehensive information needs of many separate organizational units within the PVB. The system shall be capable of responding to user-defined queries and shall present information in formats specified by the PVB to accommodate the unique requirements of each organizational unit. The entire system shall be dynamic and capable of being readily and efficiently adapted when there are changes in PVB policy, user preferences, legal requirements or future changes in Citation processing procedures.

The categories of data presently used include, but are not limited to:

- a) Citation Information: issuing agency, badge or ID number, location of the violation, meter number or street address and comments written on the Citation.
- b) Payment Data: payment amount, payment source, method of payment and payment processing date.
- c) Fine Status: original Fine amount, applicable Fees and dates Fees were applied, amount paid, amount reduced, total due, amount overpaid, reason for overpayment and refund of overpayments.
- d) Citation Processing Plan: date Citation updated to system, batch number and date, date of next processing step.
- e) Vehicle Information: VIN, make of vehicle, year of vehicle, month and year of registration expiration, vehicle body type and color.
- f) Noticing Information: complete listing of each notice mailed with the actual mail date displayed.
- g) Administrative Review Information: The date, time, and Disposition of Citations placed on Administrative Review.
- h) Administrative Hearing Information: date hearing requested, time hearing scheduled, actual date and time of hearing, rescheduling date (if applicable) and Disposition.
- i) Case notes: to record notes to file regarding handling of case, conversations with and instructions given to Customer.
- j) Case Status: Total due, amount paid, current suspend code and description, date temporary suspension is removed and "Protest Status" (a field that shows where a Citation may be on the administrative adjudication timeline).
- k) Administrative Review Summary: Citation issue date, time and reason for Administrative Review, investigation type and date processed, last date to contest the Citation, Administrative Review Disposition, the date the Disposition was entered and the date the Disposition was mailed to Registered Owner, Protestant or Complainant.
- l) Correspondence Information: types of correspondence letters mailed with the date and time of processing.
- m) General Citation Information: issue date, time, location, NMSA or UTO section violated and amount of Fines due.
- n) The information listed above shall be available through an integrated database that allows:
 - 1) PVB personnel to know what data are on the Citation, what enforcement and adjudication actions have occurred and what notices have been sent. These data are used primarily to expedite responses to public inquires.
 - 2) PVB Hearing Examiners to have ready access to all information required for a fair hearing.
 - 3) PVB personnel to see all Citation data, the enforcement actions that occurred, all Citation collection notices sent, the date and time an administrative or judicial hearing or Administrative Review took place and the Disposition at each stage of administrative or judicial review, complete information on the vehicle's Registered Owner and the name of any Protestant or Complainant.
 - 4) PVB staff to analyze data to conduct parking meter, signage, painted curb investigations, research and respond to public complaints.
 - 5) PVB accounting staff to pre-audit, review and process refunds and bounced checks, audit and reconcile revenue distribution and balance all deposits with Contractor and PVB records, and



- 6) PVB Enforcement Division the ability to obtain detailed PEO information, identify errors, analyze trends, make officer deployment decisions and to continually enhance geographical deployment of PEOs.

Interaction between PVB and the public in matters related to Citations occurs primarily through the PVB's Citations, Hearings and PVB Enforcement Divisions. Customer service functions will continue to be provided by the PVB.

Proposals shall describe the proposed system's capability to capture and retain the customized information listed above, and its ability to efficiently support the demand for Customer information from PVB staff.

Proposals shall also describe the ability of a user to access information in all the data areas indicated above, the ability of the system to build and access linkages in the database that would facilitate data entry, and the proposed system's capability to use flexible ad hoc query and report writing tools.

2.40 Cashiering Support

PVB staff currently provides cashiering services for the payment of Citation Fines from the Citation Division. The Contractor shall provide integrated payment processing capability with PVB's towing, Pay-by-Phone and Pay-by-Web vendors. The Contractor shall also provide cashiering workstation equipment, hardware and software at all locations where Citation payments are accepted.

The equipment and hardware to be used for processing and recording Citation payment information shall operate in a real-time mode, and the Contractor shall provide the capability to continue accepting Citation payments during times when data communication lines are temporarily inactive. Such transactions must be transferred to the processing database within fifteen (15) minutes once communications are restored.

The Contractor shall provide check endorsement and receipt printers to facilitate daily balancing and audit of all payment transactions received and processed. All transactions are subject to audit by PVB at any time, without advance notice.

Proposals shall clearly identify the equipment, hardware and software that shall be used in the workstation configuration to be installed at all locations. Proposals shall describe the system's ability to provide the following functions:

- a) Perform inquiries into the PCPS database, such as lookups of Citation status, vehicle history, RPP status and MVD inquiries.
- b) Print a Citation payment receipt, in a form acceptable to the PVB, which shall provide the Customer with an easily understandable record to be used as proof of payment. The receipt shall display all Citations Fines paid, the total amount paid, the form of payment, the amount tendered and any change given, the VLN or VIN of the cited vehicle, the user ID of the person processing the payment and the time and date the payment was made. The receipt shall also show any Fees paid by date and type of Fee.
- c) Provide a clear, auditable record of payments received. The audit trail shall include Citation number, payment date and time, payment amount, payment method and the user ID of the person who accepted payment and entered the payment into the system.
- d) Process payments of Citations that have not yet been entered into the database, as well as payments of single Citations, multiple Citations and Citations on one or more VLNs or VINs in an on-line, real-time environment. The system shall be able to perform all necessary actions to release MVD holds or change vehicle booting and impound eligibility based on Citations that have been paid. The system shall be able to produce a MVD abstract that satisfies the MVD that the Citation has been cleared. In addition, the system shall be able to process City-imposed Fees.
- e) Accommodate the special handling required for payments related to release of an impounded vehicle. The system shall be able to review vehicle history records and locate any additional vehicles registered to the owner, and accurately inform an individual of the amount of the Fines and Fees that shall be paid to release the impounded vehicle, including any amounts owed on other vehicles.



- f) Process Interactive Voice Response (IVR) and Pay-By-Web payments made by credit or debit card through the specified PVB contractor for Internet payments.
- g) Incorporate security and financial control measures including, at a minimum:
 - 1) Password security to gain access to the system
 - 2) Segregated cash out by operator
 - 3) Automatic check endorsement
 - 4) Separate totals for cash, check, money order and credit/debit card transactions, and
 - 5) Operator name or user ID, date and time as a record for each payment or adjustment transaction.
- h) Reconcile payment transactions, including:
 - 1) Balancing of monies received in a report that automatically generates a listing of the totals by method of payment
 - 2) The ability to balance out each person or workstation register to the receipt tape generated at the register as needed, and
 - 3) Separate deposit preparation for each cashier prior to cash pick up.

2.41 Payment Processing Control Requirements

Proposals shall describe the controls, checks and balances employed by the proposed system sufficient to ensure data integrity for all information processed for the PVB. Full audit trail information for every processing transaction shall be captured and permanently retained for each Citation. All payment processing procedures shall be approved by the PVB and subjected to detailed audit by PVB. Proposals shall explain in detail exactly how these processing controls shall be met.

2.42 Mail-in Lockbox Payments

City staff currently processes Lockbox payments in-house. The Contractor shall provide pricing for a lockbox service from an accredited financial institution with offices within City of Santa Fe or within reasonable proximity, which shall be capable of processing at least 100,000 transactions annually. The accurate and timely processing of mail-in payments is critical, and directly affects subsequent collections, such as the application of late penalties, delinquent noticing and applying MVD registration holds. The lockbox service to be used by Contractor shall be a banking service that is subject to approval by the City's Director of Finance or Parking Division Director.

2.43 Mail-in Payment Processing

The Contractor shall provide pricing for a mail-in payment system which ensures that all payment documents received via mail and processed are scanned and electronically archived within the PCPS for a minimum of one (1) year in a manner that permits instant retrieval. Thereafter the payment document information shall be transferred to DVDs or other pre-approved media.

Proposals shall describe the proposed solution for mail-in payment processing that shall include a broad range of control and balancing procedures, including but not limited to:

- a) Receipt and control of high volumes of mail.
- b) Batching and preparing documents for processing.
- c) Identifying appropriate problem or questionable mail-in payments and automatically notifying the PVB supervisor of these exceptions on a daily basis.
- d) Processing payments associated with Citations and notices and processing those items that cannot be routed through high-speed automated processors on an exception basis.
- e) Balancing, reconciliation and preparation of deposits.
- f) On-line, real-time updates of payment information to the Contractor's database.



- g) Identify proposed high speed automated mailed payment processing system which will include envelope opening, retrieval and scanning of documents contained within the payment envelope and automatic transfer of individually scanned information for each citation to the PCPS.

Proposals shall explain the processes for handling overpayments, duplicate payments and unidentified payments on a real-time basis. With the high volume of mail historically received, Proposals shall also provide a detailed explanation of proposed levels of control, audit and redundancy to ensure the accurate and timely receipt, processing and update of mail-in payments.

2.44 Payment Kiosks and Online Payments

The Proposals shall describe in detail the system's ability to accept online payments and to interface with payment Kiosks which will be provided by the Contractor and placed at several locations within the City limits which will be programmed to accept citation payments as well as business tax payments, utility payments, etc. for other City departments. The Contractor may with City's prior written permission accept payments for other services at these Kiosks in order to offset some of the costs of these Kiosks. Contractor shall not monetarily benefit from providing other non-City related services from these Kiosks, but rather utilize these revenues from such other services to reduce the proposed Cost of the Proposal to the City.

The Proposal shall clearly state the overall percentage decrease of cost of proposal when utilizing revenues generated from other services offered at the payment Kiosks. The Parking Division Director shall approve all "other services" prior to being offered at the kiosks.

2.45 Audit Trails

The Proposals shall describe the system's ability to create an electronic image of all processed mail payments, showing the front and back of the check or money order along with the source document (Citation or Notice of Delinquent Parking Violation).

Proposals shall describe the system's ability to establish a reliable audit trail for all processing procedures, including endorsing and encoding the payment document with the unique control number of each Citation paid, date of processing and batch numbers and daily reconciliation with the payments updated to the system.

Proposals shall describe how the system will ensure that electronic images shall be instantly retrievable on request by the unique control number or Citation number.

Failure of the PCPS to produce any documentation of Citation payment history instantly upon PVB request shall result in a credit to PVB of \$25 per occurrence and an additional \$50 credit for each additional day thereafter.

2.46 Processing of Funds

The Proposals shall describe the system's ability to ensure the integrity of data and security of PVB revenue throughout the entire payment processing procedure. System shall be able to research and resolve overages and shortages of all payments processed in every case to PVB's satisfaction. The system shall automatically generate an exception report for all overages and shortages by individual processor at the end of each work shift.

Proposals shall describe the system's ability to prepare and retain within the PCPS records for every deposit processed by City's lockbox staff for one (1) year and thereafter stored on DVD or other City approved media. Proposals shall also describe the proposed system's ability to update payment data and track deposit of payments to the City's financial institution on real-time basis.

Failure of the PCPS to accurately track bank deposits in real-time shall result in a credit to PVB of \$50 per day.

2.47 Financial Adjustments

The Contractor's system shall process various financial adjustments and update the PCPS to accurately reflect Citation status. City will research overpayments and payments applied in error, perform the necessary financial



adjustments, move paid amounts between two Citations if required, and provide for automated refunds through City Controller's system in accordance with New Mexico law or City policies.

These transactions shall undergo an accounting process separate from the daily reconciliation for in-person and mail-in payments.

Proposals shall provide a complete description of the proposed system's ability to perform the following functions:

- a) Permit the input of financial adjustment transactions, such as returned checks or refunds. The adjustments may include reversing an entire payment, modifying a payment amount, altering the amount due to close a Citation or reopening a Citation. The system shall be able to generate and send appropriate notification letters to the appropriate party advising of any such adjustments.
- b) Generate letters to Customers notifying them that they are entitled to a refund when appropriate. PCPS shall create an audit trail to record these transactions.
- c) Display financial adjustments on the report of revenue distribution.
- d) Process returned check transactions, send correspondence to the payer advising of the consequences and penalties applied because of the returned check transaction, update the Citation information on the Citation database and resume normal noticing and processing of the Citation.

2.48 Refund of Overpayments

The Current Contractor assists PVB in processing refunds for overpayment of Citations through use of the PCPS, which automatically indicates to staff when a refund is due to a Customer and assists at various stages of the refunding process. The proposed system should support refunding of overpayments with the ability to:

Determine at VLN level if any overpayments are at least thirty (30) days old. This will not apply to fix-it Citations but will have an exception report for the fix-it Citation category.

Apply any overpayment to any open or unpaid Citations at the VLN level adjusting any late Fees applied in error. Designate, at the transaction level, where the overpayment was moved from and where the overpayment was moved to, for the Citation being paid. A detailed transaction record will be maintained by the PCPS. Mail refund letter to Registered Owner; indicate and maintain a record of all letters, at the VLN level, showing that letter was sent. Designate, at the VLN level, the response to the mailed refund letter so that if a refund is requested it will be issued through the PCPS refund system.

If there is no response to the mailed refund letter after a fixed time determined by PVB or if the letter is returned as undeliverable, the ability to mark the record with the reason for return, so that a report can be generated based upon date of payment and date of determination of inability to refund.

Proposals shall explain how the PCPS will assist in the refunding of overpayments as described above.

2.49 Administrative Review and Adjudication Procedures

The PVB conducts administrative adjudication of Citations. This includes Administrative Review, which is conducted for all Citations subject to a Protest as required by NMSA, and Administrative Hearings conducted upon the request of a person who wishes to protest a Citation. These administrative adjudication procedures are required by New Mexico Statutes Annotated (NMSA) and by City Ordinance.

2.50 Administrative Review

The number of Citations involving Administrative Review fluctuates in accordance with the number of Citations issued.

The PCPS shall provide electronic tracking and associated services for Administrative Review processing, which shall include the following functionality:

- a) Ability to capture data associated with the request for Administrative Review.



- b) A determination that the request for Administrative Review has been made within established deadlines.
- c) Generation and mailing of a letter to the Protester describing the Administrative Review procedure. Different letter templates will be used depending on the type or number of Citations involved. The form and content of these letters will be subject to approval by the PVB.
- d) Imaging capability: hardware, software, technical and staff support necessary to implement and administer a procedure by which ALL incoming mail is scanned, sorted and indexed into batches of electronic records for distribution and review by the Citation and Hearing Divisions.
- e) On-line, real-time access to Citation information from Citations issued manually and Citations issued by handheld units, including photographs of the violation.
- f) The ability to review other Citations issued at the same location as the protested Citation, or to the same vehicle that was issued the protested Citation.
- g) The ability to query for MVD Registered Owner and vehicle information on a real-time basis.
- h) The ability to place a "hold" on the Citation payment deadlines pending Administrative Review.
- i) The ability to capture information describing the Disposition following Administrative Review or Administrative Hearing, including indication of denial/approval of the Protest, date and time of the conclusion of Administrative Review, the person conducting the Administrative Review and the reason for denial.
- j) At the conclusion of the Administrative Review, the system shall promptly generate and mail a notice explaining the Disposition in sufficient detail so that the Protester is able to understand why the Protest was denied or upheld. The notice shall also explain the procedures to be followed if the Protester wishes to contest the Citation through an Administrative Hearing. The form and content of the notice shall be subject to approval by the PVB.
- k) A "comments" field for each VLN that will allow both the Citation and the Hearing Unit to enter notes about a particular VLN. There shall also be a separate "comments" field for each Citation.
- l) Daily, weekly and monthly reports provided to PVB including:
 - 1) Disposition sorted by person conducting Administrative Review
 - 2) Disposition sorted by violation type and total dollar value
 - 3) Number of Administrative Reviews conducted in any given time period
 - 4) Number of Administrative Reviews conducted by each reviewer per day and average time taken for each review
 - 5) Activity reports, including Administrative Reviews in process beyond selected number of days for custom date ranges.

Proposals shall describe the proposed system's ability to support the Administrative Review procedure, including automated support and other support services for Administrative Review requirements described above.

2.51 Administrative Hearings

PVB's contract staff will continue to conduct Administrative Hearings. The Contractor shall provide a system that can capture and process information related to Administrative Hearings. The system shall enable the PVB to create a data record when a request for Administrative Hearing is received. The system shall verify Citation status, including the Disposition following Administrative Review, whether the Fine has been paid, and shall confirm that the hearing request is made within fifteen (15) days following the mailing of the notice of the results of Administrative Review. If all PVB-defined requirements are met, the system shall schedule the case for a hearing within fifteen (15) days of receipt of the request and in accordance with all policies and procedures set forth by the PVB. Proposals shall describe how the proposed system will provide the following functions:

- a) Computer system services directly related to the processing needs of the PVB's Administrative Adjudication Program. These include but are not limited to assistance with software applications, hardware and communications.
- b) Online, real-time Administrative Hearing scheduler. This function shall include a hearing date availability calendar to ensure consistent workload volumes in accordance with PVB specifications. All hearing scheduling shall be in compliance with hearing deadlines mandated by New Mexico law and City Ordinance.



- c) A scheduling system component that allows PVB staff to enter a walk-in Customer's request to have an on-demand hearing, so that the Hearing officer can a) look to see who needs to be assisted, and b) delete the person's name from the system, once their name has been pulled for assistance. This component shall be able to generate reports reflecting the number of Protestants and wait times as well as generate a separate report which lists all Hearing requests which did not meet the fifteen (15) days requirement stated in section 4.6.2 above.
- d) A hearing-scheduling calendar that shall have the capability of being modified in an on-line real-time environment to accommodate workload fluctuations, administrative changes, holidays, vacations, changes in State Laws in addition to changes in PVB policies and procedures.
- e) At the direction of the PVB, the system shall be able to modify available hearing dates and times and adjust the number of available hearing slots.
- f) Direct access for Hearing Examiners to MVD vehicle registration file, the Citations database and the hearing scheduling calendar. The system shall have the ability to paste the text of appropriate sections of the Vehicle Code into Disposition documents at the discretion of the Hearing Examiner. It shall also include a user-friendly data entry system within word processing software that automatically transfers data entered into Disposition form letters that are generated by the system in a real-time on-line environment. The system shall have spell-check capabilities and all other basic word processing functions.
- g) Capacity for data entry of variable information about a hearing, including, but not limited to:
 - 1) Protestant's name and address
 - 2) Decision
 - 3) Citation number
 - 4) Description of violation
 - 5) Date of the decision
 - 6) Written justification for decision and
 - 7) Protestant's right to a De Novo Hearing in the Superior Court, and a description of the procedure to obtain such a hearing.
- h) Ability of the Hearing Examiner to generate a Notice of Decision to be mailed to the Protestant or Complainant by PVB within one (1) day of a Hearing Examiner's decision. In addition, the system shall provide for the entry and editing of hearing information, transfer such information to the appropriate database and shall be capable of routinely generating management information reports requested by the PVB.
- i) Disposition letters shall be available in electronic form for review, editing or reproduction.
- j) Online real-time updating of Citation Disposition at the time of a Hearing Examiner's decision, the hearing type (in person, by mail or by telephone), the hearing date and any Fines or Fees due. The system shall also provide a complete audit trail of all information relating to each Protest and resulting Disposition.
- k) On-demand reporting capability with user-defined parameters, including but not limited to, the number of Dispositions, violation type, rates of dismissals, and number of hearings held by any combination of data specified by PVB.
- l) Weekly, monthly and on-demand reports to the PVB. Examples of the types of reports that shall be required include, but are not limited to:
 - 1) Disposition by Hearing Examiner
 - 2) Disposition by violation type
 - 3) Number of hearings conducted in any specified date range
 - 4) Reports detailing the average duration of hearings
 - 5) Reports detailing pending Protests sorted by Hearing Examiner
- m) Reports shall be available in weekly and monthly summary reports or any other summary reports by date range specified by the PVB.

2.52 Tow Hearings



At a Tow Hearing, a Hearing Examiner reviews documents and other relevant evidence to determine whether there were grounds to impound the vehicle. PVB schedules in-person and mail Tow Hearings by appointment. At the time a hearing is conducted, most Protestants have already paid to retrieve their vehicle from the tow yard. The result of the Tow Hearing is a Disposition denying or upholding the tow Protest. If the Protest is upheld, the Protestant either receives a waiver (for vehicles still impounded) or a refund (for vehicles that have already been retrieved) of the towing and storage fees. Proposals shall describe how the proposed system will support the following functions:

- a) Entry of tow records (including the VIN, VLN, date, time, tow location, Hearing Examiner, date and time of hearing and disposition of the hearing). The system shall provide querying capacity including VIN, VLN and state of registration, tow location and date/time range
- b) Scheduling of Tow Hearings
- c) VLN queries within the PCPS and MVD systems
- d) Tracking tows by authorizing agency (PVB and the City of Santa Fe Police Department)
- e) Tracking tows by type of violation (NMSA and/or OMC section number)

2.53 Impound and Boot Hearings

If the PVB receives a request for a Tow Hearing for a vehicle that is still impounded, PVB will conduct the hearing within forty-eight (48) hours (excluding weekends and holidays) in accordance with the requirements of New Mexico law and City Ordinance.

The Contractor's system shall provide for the entry of variable information regarding a Tow Hearing, such as the requestor's name and address, the Disposition and written justification. The system shall have the capability to allow the Hearing Examiner to generate a Notice of Decision to be mailed to the Registered Owner or Complainant by the Hearing Examiner within one (1) day of a decision. A copy of this letter shall be attached to the permanent record of the tow.

In addition, the system shall provide the capability to enter and edit hearing information, transfer such information to the appropriate database, and generate management information reports requested by the PVB.

In compliance with City Ordinance, Proposals shall describe the system's ability to provide an on-line, real-time scheduling function that integrates City Ordinance requirements with an availability calendar for Administrative Hearings. In addition, Proposals shall describe how the system will provide entry and noticing options for Hearing Examiners.

2.54 Electronic Archiving and Retrieval

The New Mexico statute of limitations on a parking Citation is four (4) years from the date of issuance. The Contractor's archiving process shall remove Citations that are closed from the active database but allow closed Citations that have not reached the five-year anniversary to be easily removed.

Proposals shall describe the system's ability to provide the following processing capabilities:

- a) Any Citation that is four (4) years old, whether or not it is resolved, is to be removed from the current Citations database and electronically stored. The only exceptions are Citations that are the subject of civil litigation that began before the five-year anniversary. In these cases, the Citations cannot be archived until PVB notifies the Contractor that the litigation is resolved.
- b) All archived historical data shall be maintained so that it may be retrieved for use in management reporting and auditing.
- c) The system shall indicate whether VLNs in the current database have additional Citations that have been archived. This indicator shall be readily discernable to inform users that other Citations associated with a VLN exist.
- d) Proposals shall be capable of restoring archived records to the database within two (2) days after receipt of a request from the PVB.



PVB requires Proposers to provide technological alternatives for archiving paper records e.g. imaging that allows easy retrieval of records and the ability to use information over time. PVB is not interested in data retention that cannot be loaded back into the system or that limits the inquiry paths that can be used. Similarly, PVB is not interested in a system of archiving that would no longer be effective if the operational database or IT programs were modified.

Failure by the Contractor to restore archive records to PVB within two (2) business days after a request will result in a credit to PVB of \$100 per 24-hour period of delay.

2.55 Document Storage and Retrieval

The City shall store all documents relating to operations for PVB for a minimum period of time at City's discretion. Proposals shall provide details of how documents will be electronically filed within the PCPS and maintained for a minimum of four (4) years on DVDs or other media approved by the City.

Proposals shall explain in detail the system they intend to use to store documents (whether by Julian date, Citation number or some other unique characteristic), and how the system shall ensure that documents are retained in usable condition at all times and not misfiled or misplaced. These documents include but are not limited to Citations, notices, correspondence, survey and investigation results, and other paperwork related to Administrative Reviews and hearings.

2.56 Copies of Parking Citations

The Proposal shall describe in detail how the system will image and store the original copies of manually issued Citations for a period of four (4) years from the issue date. The system shall reproduce electronically generated Citations in a user-friendly form upon request. Proposals shall describe the system's ability to provide copies of Citations on demand.

2.57 Records Destruction

Proposals shall describe a plan for the destruction of records that is consistent with the City's requirements for records destruction and records retention.

2.58 Data Back-up

Within five (5) days after the end of each month during the term of the Contract and in the month following the last month of the contract the Contractor shall provide the escrow agent with updated program listings and software for all program changes and modifications during the term of the contract, and shall bear all costs associated with the escrowing of files and software. In addition, the Contractor shall provide the escrow agent with the complete program listings and software editions for the PCPS at the time of implementation.

Proposals shall describe the ability to meet escrow requirements.

Failure to provide a City-approved escrow agent with electronic media containing all PCPS data processing information for the prior month as indicated above shall result in a credit to PVB of \$250 per 24-hour period of delay.

2.59 Management Reports

PVB's current system generates a number of reports, including daily, weekly and monthly scheduled reports as well as on-demand reports. PVB does not intend to require that all reports be produced as hard-copy reports by the Contractor's system if the system generates an appropriate, printable list. PVB is interested in unique reports generated by the proposed system and not the duplication of current system reports.

Proposals shall describe all reports that can be generated by the system, whether or not they are included in the current list of reports. However, if the system does not provide a similar report, Proposals shall indicate how the information is to be provided.



Proposals shall describe their standard and ad-hoc reporting capabilities and tools. If a third party software is required to meet PVB reporting requirements, the Contractor shall recommend and include costs for such a tool, and shall also provide training and support to PVB staff for the use of the tool.

OTHER PARKING MANAGEMENT INFORMATION APPLICATIONS

To meet PVB's processing needs, the Contractor's system shall be on-line, real-time, user- friendly, reliable, integrated, flexible and auditable. Proposals shall submit a full explanation of how the system shall meet PVB requirements for each of the functions listed below.

2.60 Abandoned Vehicle Tracking System (AVTS)

Abandoned vehicles are identified by both PVB and the general public, and they are processed by PVB's Enforcement Unit. When an abandoned vehicle is towed, the Contractor's system must automatically generate and send a notice of towing for abandonment to the Registered Owner of the vehicle in compliance with requirements of the New Mexico Statutes Annotated (NMSA).

PVB Enforcement Unit may order a tow after the statutory deadline passes with no response to the notice from the Registered Owner. The vehicle may be sold through a lien sale after additional notice is sent by the Towing Contractor to which the Registered Owner fails to respond.

PVB's expectation is to be connected electronically with the City's Towing Contractor. If vehicles are sold, the Towing Contractor will have the capability to update and retain data in the abandoned vehicle database of the CARRS program. Once an initial abandoned vehicle complaint is entered, the CARRS AVTS shall generate notification by the next business day to PVB's Abandoned Vehicle Unit that an investigation is required. Once abandoned vehicles are impounded, the system acquires the name and address of the Registered Owner from the appropriate vehicle registry. After the Registered Owner is identified, the AVTS generates, prints, inserts (with return envelope) and mails notices within forty-eight (48) hours to the Registered Owner and legal lien holder as required by New Mexico law.

Proposers shall describe how their AVTS will allow PEOs to use handheld devices to track abandoned vehicles.

Proposals shall describe how the AVTS will maintain an accurate database on abandoned vehicle and revenue collection and receive and send this information on-line to the PVB, the Enforcement Unit, and the City's Towing Contractor.

Proposals shall describe the proposed system's ability to:

- a) Process records of complaints regarding vehicles abandoned on City streets. The abandoned vehicle system shall provide for on-line, real-time entry, control and tracking of abandoned vehicle complaints from receipt until resolved.
- b) Automatically generate sequential control number that is applied to each abandoned vehicle.
- c) In addition, Proposals shall describe the system's ability to track the following:
 - 1) The enforcement area that is associated with the location where the vehicle is reported abandoned
 - 2) The district, as defined by the City
 - 3) The street address of the reported abandoned vehicle location
 - 4) The VLN, VIN, color, make of vehicle and type of vehicle
 - 5) The date and time that the abandoned vehicle information is entered in the PCPS database with the log-on ID of the person entering the data
 - 6) The status of the vehicle after initial investigation, investigating officer, time of the investigation, mileage showing on the vehicle and any comments
 - 7) The impound status of the vehicle, the impounding officer and the date and time



- 8) The Registered Owner's name and address; and
- 9) The mail date of the required notification to the Registered Owner.
- 10) A "Gone on Arrival" (GOA) field for vehicles that have been moved between the time of the complaint and the time that the PEO arrives to investigate.
- 11) Multiple complaints received from a single individual.
- 12) The ability to flag certain combinations of factors in abandoned vehicles complaints. For example, PVB has found that a GOA vehicle that has been associated with multiple complaints from a single individual may reflect a dispute between neighbors. The system's ability to flag cases that come within PVB defined parameters will help PVB allocate enforcement resources.

The AVTS shall be available for use by PVB's Enforcement Division within ninety (90) days or earlier of the Approval Date of the Contract.

2.61 Abandoned Vehicle Complaint

The AVTS shall allow for initial entry of abandoned vehicle complaints. After assigning each complaint a unique, non-duplicative system number, the AVTS will track each complaint by at least the following categories:

- PEO Badge Number
- Beat Assignment
- Council District
- Date Complaint Received
- Source of Complaint (e.g. Citizen Complaint, Routine Patrol, etc.)
- Block Number
- Street Address
- Name and contact information of complainant

The system will also permit the PEO to note vehicles that are "Gone on Arrival" (GOA) when the PEO arrives to investigate the complaint, and to make other comments as needed. The system shall then issue paper reports for the following work day detailing complaint information by approved districts specified by the Enforcement division, and upload the information to the appropriate handheld for the PEO to follow-up on.

There are three (3) distinct phases to the abandoned vehicle process:

- a) Initial Field Visit: The AVTS shall allow the PEO to update field information on the complaint during the initial visit to the complaint site. In some cases, e.g. if the vehicle is no longer at the site indicated at the time of the initial complaint, the system shall allow the PEO to note that the vehicle is "GOA" and to close out the complaint. In other cases, the system will allow for the PEO to schedule the need for a follow-up site visit, along with the reason why another visit is required, and any additional comments needed.
- b) Follow-up data, including but limited to mileage of vehicle, confirmation of address and Registered Owner information as necessary. If the complaint is resolved after the initial field visit, the system will record the reason for closure, the date and other information as required.
- c) Follow-up Tracking. The AVTS will issue a paper work order for the PEO and update the handheld device to tell them a follow-up field visit is needed. The system will inform the PEO of the purpose of the follow-up visit and give them all relevant information and comments entered on the first visit. If the PEO decides to tow or issue a notice of intent to tow, the system will allow for the update to be entered into the handheld and allow for the input of a future follow-up date.
- d) Final Closure Status: The system will allow for the PEO to finally close the complaint after all outstanding issues have been resolved, and report the final outcome, including towing of the vehicle.

2.62 Reporting Requirements of the AVTS

The Contractor's AVTS shall produce at least the following reports:

- a) Work assigned to a PEO for a particular shift
- b) Duties accomplished by a PEO for their last shift worked



- c) A weekly projection of activities that will need to be accomplished
- d) Weekly and Monthly summary of activities accomplished Proposals shall describe the system's ability to provide the following abandoned vehicle reports:
 - e) Number of abandoned vehicle complaints
 - f) Complaints pending resolution
 - g) Number of abandoned vehicle impounds by parking enforcement area
 - h) Number of abandoned vehicle impounds by district
 - i) Permit the input of financial adjustment transactions, such as returned checks or refunds. The adjustments may include reversing an entire payment, modifying a payment amount, altering the amount due to close a Citation or reopening a Citation. The system shall automatically generate and send appropriate notification letters to the appropriate party advising of any such adjustments.
 - j) Generate letters to Customers notifying them that they are entitled to a refund when appropriate. Contractor shall create an audit trail to record these transactions.
 - k) Display financial adjustments on the report of revenue distribution.
 - l) Process returned check transactions, send correspondence to the Customer advising of the consequences and penalties applied because of the returned check transaction, update the Citation information on the Citation database and resume normal noticing and processing of the Citation.
 - m) Permit the input of financial adjustment transactions, such as returned checks or refunds. The adjustments may include reversing an entire payment, modifying a payment amount, altering the amount due to close a Citation or reopening a Citation. The system shall automatically generate and send appropriate notification letters to the appropriate party advising of any such adjustments.
 - n) Generate letters to Customers notifying them that they are entitled to a refund when appropriate. Contractor shall create an audit trail to record these transactions.
 - o) Display financial adjustments on the report of revenue distribution.
 - p) Reports of multiple complaints received from a single individual or address.
 - q) User-friendly management reports issued daily, weekly, monthly or on-demand, as specified by the PVB.

Proposals shall also describe reporting capabilities as defined above for the AVTS within sixty (60) days of the Contract Approval Date.

Failure of the Contractor to have the AVTS in place within sixty (60) days of the Contract Approval Date will result in a credit to PVB of \$500 per 24-hour day of delay, unless arrangements for an extension are made with PVB prior to the deadline.

Failure to provide reporting capabilities for the system within sixty (60) days of the Contract Approval Date shall result in a credit to PVB of \$250 for each 24-hour period of delay, unless written approval from PVB for the delay is secured before the deadline has passed.

2.63 Residential Parking Permit System (RPPS)

City ordinance permits the creation of residential parking districts that permit parking to those residents that have obtained RPP permits for themselves and temporary permits for their guests.

The Current Contractor's RPPS connects with the existing PCPS so that renewal notices include information regarding outstanding Citations and that PVB staff assisting Customers with RPP issues are notified by the system that Citations are outstanding on the vehicle for which the permit is being sought.

The current system provides a separate online function for input and maintenance of information on the issuance and cancellation of residential parking permits, including permit holder profile and application history, residential permit parking area street name and address inventory, permit history and Citations payments.

The Contractor shall provide integrated cashiering system software for the RPP Program that is able to access the residential permit parking database, Citations database and MVD.



The PVB plans to implement a bar-coded RPP placard or windshield cling permit which shall withstand effects of exposure to the sun for extended periods of time with a minimum of sixteen (16) months without failure. The barcode will enable the PEO to determine the validity of the RPP permit. Proposals shall describe in detail system's ability to manage RPPS utilizing bar-coded RPP permits.

Proposals shall describe the ability to integrate the RPPS with the PCPS in real time. Proposals shall also describe the ability to print adhesive backed bar-coded permits of a size to fit motorcycles. RPP permits shall be of several different colors determined by the PVB for each permit area or a combination of RPP areas. Proposals shall describe the system's ability to accommodate these permits and explain how this will work with the ECIRS system.

Proposals shall describe the system's abilities to perform the following functions:

- a) Identify unpaid Citations of permit holders prior to issuance of permits.
- b) Inquiry and retrieval of individual residential parking permit account information by all authorized PVB personnel, including:
 - 1) Individual residential parking permit account number
 - 2) Type of account (such as residential or business) and current status
 - 3) Address that qualifies the account for a permit
 - 4) Mailing address
 - 5) Control numbers of issued permits
 - 6) Expiration dates of issued permits
 - 7) Number of permits issued versus number of residents on program streets
 - 8) Listing of all posted streets by block and by area
- c) Indicate eligibility for permits and renewal dates on the basis of type of account, allowing users to initiate access by:
 - 1) Account number
 - 2) VLN
 - 3) Unique permit control number and
 - 4) Name or address
- d) Provide a full history file for each permit applicant.
- e) Generate renewal notices to RPP Program participants within a time period to be specified by PVB prior to permit expiration date.
- f) Controls that can be overridden by a supervisor that designates the number of permits per address.
- g) Provide for the creation of new permit districts, as well as new permit accounts within a district.
- h) User workstations that can query MVD for vehicle and VLN information.
- i) User workstations that can query the business VLN file through PVB's Wide Area Network.
- j) Lockbox system tracking for mail-in permits renewals.
- k) Internet renewal for current permit holders with electronic applications for new applicants.
- l) Download of permit files to handheld devices to allow issuing officer to verify that the RPP permit is valid.
- m) The system shall generate reports describing the citation activity of the RPP. Reports describing Citation activity shall be identical to those defined for the PCPS and include:
 - 1) Daily RPP Area Activity Report: This report provides an analysis of daily activity by parking area and permit type
 - 2) Daily Citation Log: This report lists all persons issuing Citation Fines for a given date, listing name, VLN, cashing system, transaction number, Citation number(s), Citation amount, payment type and amount of payment

Proposals shall include costs for an on-demand query and report writer tool for the development of reports. Proposals shall also provide training for the use of this tool to the PVB staff.



2.64 Image Management System (IMS)

PVB intends to have an integrated Image Management System with the PCPS that will capture, store and retrieve all manually entered citation images. Such images shall be retrievable at remote sites by the workstation users utilizing the same workstation hardware as is used for PCPS entry, update and query functions. The IMS shall have the ability to retain up to five (5) years of manually entered records online, and provide retrieval of images within ten (10) seconds using PVB's WAN.

Proposers must describe their ability to provide an IMS that interfaces with the PCPS. The Proposer must describe how the data record and image record will be related to its system and how the user will access the image from the PCPS. The Proposer must provide, at its sole expense, scanning devices and printers, including cashier printers, for printing copies of images collected in the system that are suitable for use in Court hearings. Proposer must describe the imaging system backup, purge and archiving capabilities.

2.65 Liquidated Damages for Image Management System

Failure to provide an Image Management System within sixty (60) days of the Contract Approval Date will result in a credit to PVB of \$50 per 24-hour period of delay unless written approval from PVB for the delay is secured before the provision has passed its deadline date.

Failure of the Image Management System to retain up to four (4) years of manually entered records online shall result in a credit to PVB of \$250 per calendar day records are not available.

Failure of the Image Management System to provide retrieval of images within ten (10) seconds using PVB's WAN, shall result in a credit to PVB of \$250 per incident.

2.66 Automated Telephone Landline Answering System (ATLAS)

The Contractor shall provide all hardware, software, equipment and technical support for an automated telephone answering system (ATLAS) that disseminates accurate, consistent and user- friendly information twenty-four (24) hours per day and seven (7) days per week. The ATLAS will answer calls in addition to live service representatives and shall sound an audible alarm when calls on-hold exceed PVB set Standards; automatically resets when acceptable levels are reached.

The ATLAS shall be fully integrated with the PCPS and shall provide online, real time status of Citation and individual VLN records. Contractor is responsible for maintaining the connection between the ATLAS and the PCPS. The ATLAS shall be tailored to the specifics of PVB's parking policies and procedures and updated and enhanced as required by PVB. A special events message is desirable to inform the public of current and changing information. ATLAS messages are to be recorded in English and Spanish. Because of the diverse ethnic makeup of City of Santa Fe, a system that is capable of handling additional languages is desired. A TTY line or equivalent shall be available for inquiries from the hearing impaired.

City parking Citations contain phone numbers for the 505 area code, as well as a special number for the hearing impaired.

The CARRS call processing system shall be able to mark the database of Citation information with an indicator on the Citation history record showing that a telephone call was received and the general nature of the call, including all requests for information and the appropriate action taken.

The CARRS call processing system shall also provide the option to speak with a live representative who can provide Citation history and current Citation status information Monday through Friday during hours defined by the City, except City holidays.

Daily, Weekly and Monthly operational and management reports will be required to monitor the performance of the ATLAS. These reports shall include but are not limited to reports verifying that no calls are being dropped and reporting average length of each call by telephone operator.



Proposers shall describe their proposed ATLAS, including performance standards, and explain how the system shall be integrated with the PCPS and how reports will be generated.

2.67 Pay-By-Web System

The Contractor shall provide a PCI compliant pay-by-web service (PWS) that allows Customers to pay one or more parking Citations via the Internet using a credit card at any time of the term of the agreement. This service must be fully integrated with the parking Citation database, and PVB must be able to audit all transactions. The PWS shall accept credit card payments, then credit the Citation processing system and deposit funds collected into City's Bank account within 24 hours from the date of each PWS credit card transaction. The Web page shall ensure that all transactions are secure using public key infrastructure and data encryption technology. The architecture of the web page shall ensure that personal data is protected from access using fire walls. Pay-By-Web System shall be fully PCI compliant.

The Contractor shall be required to provide all hardware and software required to make the interface with the CARRS and a credit card clearinghouse in order to obtain real time authorization and eliminate chargeback.

Detailed information pertaining to each transaction, including credit card number, registration, date and time of transaction, authorization status and amount of payment must be captured and retained. The system shall provide operational and management reports and appropriate audit trails to monitor the performance of the system.

All pay-by-web transactions and the transfer of funds to the City's bank account must be confirmed within twenty-four (24) hours. CARRS must be capable of automatically reconciling all pay-by-web transactions and transferred amounts at midnight or a City pre-approved virtual time within each 24-hour period when such transactions have occurred and resolve any discrepancies. Funds from all pay-by-web transactions must be distributed through the revenue distribution formulas required by the PVB and by State law.

CARRS must ensure security of Internet-based transactions by implementation of firewalls, public key information and data encryption. System must be compliant with any city standards established for e-commerce applications.

Any fees to be charged to the Customer shall be identified as a convenience fee and will be collected from the customer at the time of the transaction.

Proposals shall describe how the above provisions will be provided for the Pay-by-Web system.

2.68 Pay-By-Phone System

The CARRS shall provide a PCI compliant interactive pay-by-phone service with the capability to allow payment of one or more parking Citations telephonically using a credit card during the term of the Agreement. This service must be fully integrated with the ATLAS, and the PCPS and PVB must be able to audit all transactions.

The Proposer will be required to provide all hardware and software required to make the interface with the Proposer's system and a credit card clearinghouse in order to obtain real time authorization and eliminate chargebacks.

Detailed information pertaining to each transaction including credit card number, registration, date and time of transaction, authorization and amount of payment must be captured and retained. The system must provide operational and management reports and appropriate audit trails to monitor the performance of the system. The Pay-By-Phone System shall be fully PCI compliant.

All pay-by-phone transactions and the transfer of funds to the City's bank account must be confirmed within twenty-four (24) hours.



CARRS must be capable of automatically reconciling all pay-by-phone transactions and transferred amounts, and resolve any discrepancies. Funds from all pay-by-phone transactions must be distributed through the revenue distribution formulas required by PVB and State.

Any fees to be charged to the Customer through the pay-by-phone system shall be identified in the proposal.

2.69 Parking Information Website (PIW) Maintenance

The Contractor shall be responsible for maintaining and enhancing PVB's existing Parking Information Website (PIW), which provides parking-related information to the public. The PIW shall provide Customers with the ability to pay Citations through the PIW. Upon PVB request, the Contractor shall create an interface between the PIW and the CARRS to provide information on outstanding Fines and Fees for a particular Citation, or Fines and Fees owed by a particular individual including photographs of the violation on file. The Contractor shall be responsible for all PIW changes requested by the PVB. No modifications to the PIW shall be made without written approval or request from PVB. Contractor shall maintain PIW in compliance with any established City standards for web sites. The Contractor shall update PIW within one (1) business day of receipt of a change request from PVB.

Proposals shall describe how the above provisions will be provided for the PIW and also describe all maintenance that will be included.

Failure to maintain the PIW as required by the Contract shall result in a credit to PVB of \$50 per calendar day in which the PIW is not fully functional, accessible to the public or for each calendar day of delay in implementing any PVB requested changes to the PIW.

2.70 Tow Noticing System (TNS)

Vehicles to be towed are identified by PVB Enforcement staff and SFPD officers. Notification is sent to the Registered Owner of current record of the date of tow, pursuant to requirements of the New Mexico Statutes Annotated (NMSA). The vehicle may be sold through a lien sale after additional notice with no response from the owner.

PVB is connected electronically with the towing vendor. If vehicles are sold, the tow vendor updates and retains data in the towed vehicle database. PVB intends that the three (3) mandatory

notices (to the Registered Owner of the vehicle, the legal owner of the vehicle and the lien holder of the vehicle) shall be automatically generated by the PCPS.

Once vehicles are impounded, the system shall acquire the name address of the Registered Owner from the appropriate vehicle registry. After the owner is identified, the PCPS shall generate and print notices within twenty-four (24) hours to be mailed to the registered, legal and lien holder of the vehicle as required by state law.

Proposals shall describe how the PCPS will maintain an accurate database on towed vehicle and revenue collection and receive and send this information on-line to the Citation Division, the Enforcement Division, and the towing vendor.

At a minimum, Proposals shall describe the system's ability to provide the following:

- a) An automatically generated sequential control number that is applied to each towed vehicle.
- b) The enforcement area that is associated with the location where the vehicle is towed.
- c) The district, as defined by the city.
- d) The street address of the reported towed vehicle location.
- e) The VLN, VIN, color, make of vehicle and type of vehicle.
- f) The date and time that the towed vehicle information is entered in the PCPS database with the Log-on ID of the person entering the data.



- g) The status of the vehicle after initial investigation, investigating officer, time of the investigation, mileage showing on the vehicles and any comments.
- h) The impound status of the vehicle, the impounding officer and the date and time.
- i) The Registered Owner's name and address.
- j) The mail date of the required notification to the Registered Owner.

2.71 Installment Payment

There is currently no City approved installment payment or work in lieu of payment program available to Customers if they wish to perform community service tasks to work off their parking Fines.

2.72 Parking Meter Tracking System (PMTS)

PVB has installed electronic meters throughout City of Santa Fe that provide digitized operating information that can be transferred to a system for inventory and maintenance processing functions. This information database will be maintained on a personal computer.

PVB plans to implement a parking meter system with the following functions:

- a) Automated transfer of maintenance requests from the handheld units to the Meter Repair Unit system.
- b) On-Line inquiry into the meter shop maintenance tracking system from other PVB personnel to determine "Date Last Tested" and other maintenance history information.
- c) Interface capabilities with the PCPS. The system shall be able to provide the PVB with remote query capability, such as meter maintenance history (initiated by a search by location or meter address), and work order status.

Proposals shall describe how the PCPS will meet the above requirements with regard to a parking meter tracking system.

2.73 Mobile License Plate Recognition (MLPR)

The City has plans to introduce Mobile License Plate Recognition (MLPR) system. The MLPR shall consist of the equipment and services that enable Enforcement staff to remotely scan vehicle license plate information from the PCPS vehicle list in order to identify licenses with three (3) or more delinquent citations (Scofflaws), who may be subject to booting and towing.

2.74 Performance Requirements for PCPS and Contract Liquidated Damages

The City shall monitor the Contract through designated liaison staff from PVB, through audits by the Fiscal Accounting Unit and/or City Auditor. The Contractor's designated Project Manager shall report to the PVB Project Director on service level requirements daily, weekly and monthly at the discretion of the PVB.

Certain levels of operation shall be met by the Proposer to ensure satisfactory service to PVB and the public. It is the responsibility of the Proposer to provide PVB with appropriate management information reports that will enable PVB to monitor all of the service levels. The Proposer shall maintain records sufficient for PVB to audit and substantiate compliance with all monitoring requirements.

Each service level has a corresponding credit to PVB for non-compliance. All credits will be deducted from any amount payable pursuant to the Proposer's monthly statement for the month in which the service level was not fulfilled.

Additional credits for non-compliance detailed in this section are intended to encourage the Proposer to perform all services at the required levels. The assessment of additional credits, however, does not affect PVB's option to terminate this contract for failure to comply with service levels.



The credits that are set forth reflect PVB's estimate of costs and lost revenue attributable to non-compliance in each instance. By submitting a proposal, each Proposer agrees that PVB's estimates are fair and reasonable and are valid in light of the fact that exact damages are difficult if not impossible to quantify.

The Proposer shall maintain sufficient staff and equipment to process all manually written Citations issued in PVB within the requirements set forth by the Scope of Services.

2.75 Lockbox Payment Processing

The Contractor shall provide this service utilizing a bonded courier to pick up mail at the post office once each day in accordance with a schedule approved by PVB. All mail pickups will be logged by the Contractor and are subject to verification by PVB personnel.

Failure to make the one (1) pickup on any given day, will result in a \$150 credit to PVB per occurrence.

2.76 Payment Posting

All payments shall be posted by the Contractor within twenty-four (24) hours of receipt and no later than the end of the following business day. This requirement is subject to on-site verification by PVB personnel. A \$100 credit will be paid to PVB for each batch of payments that is not entered into the system within twenty-four (24) hours of receipt, provided this service is requested by the City.

2.77 Handwritten Citations Processing

The Contractor shall enter handwritten Citations into the system within two (2) working days of receipt from the PVB. Citations that do not successfully update shall be reviewed and resubmitted for update processing within one (1) additional working day. Electronic Citations shall be entered into the system within one (1) working day of issuance. The system shall maintain a date and time of entry for all Citations.

Failure to enter Citation data into the system as specified above shall result in a credit to PVB of \$50 per day.

2.78 Data Accuracy

The Contractor is required to maintain a 98% level of accuracy for each day's data entry for both new Citations and payments. Data entry errors commonly result in payment errors or unmatched or improperly matched Registered Owners with VLNs, causing a loss of revenue to PVB.

Proposals shall describe the procedure for the prompt identification and correction of data entry errors.

A credit of \$250 per day for each business day will be deducted from the Proposer's monthly charges for failure to meet these criteria.

2.79 Reconciliation of Monies

The System shall be capable of reconciling all monies collected and any and all cash shortages at the end of each working day. Payments and funds have to be reconciled daily before preparation and transport to PVB's designated depository. Cash overages and shortages of any amount will have to be investigated and resolved by PVB Supervisor within one working day of the deposit date. The System therefore has to be able to accurately record and track all Cashier and Lockbox payment transactions as well as identify and report all discrepancies as exceptions in a summarized exception report for each staff member's shift.

Failure of the System to accurately track and record, identify and report all exceptions and any transaction errors or inaccuracies which result in cash, credit card or check shortages at the end of each shift will result in a credit to PVB in the amount of the total daily shortage amount.

2.80 Accountability



Proposals shall describe the Contractor's responsibility and accountability for all Citations that are misplaced or lost due to System errors or failures.

In the event that the System cannot provide a Citation or copy of a Citation to a Customer within the statutory time limits or for an Administrative Hearing, the Contractor shall be responsible to pay in full the amount of the Citation Fine to PVB.

2.81 Annual PCPS Audits

The PCPS shall be self-auditing and shall have the capability of providing instantaneous data for facilitating audits conducted by PVB and City of Santa Fe and/or its agents. The Contractor shall provide audited financial information of the PCPS in accordance with General Accepted Accounting Principles applied on a consistent basis from year to year or as required by PVB. Such audited financial information shall be certified by a CPA who shall be authorized by prior approval of City's Finance Director. The Contractor shall keep proper books of records and accounts of the PCPS. Such books and records of accounts shall be made available to PVB in the City of Santa Fe area within 72 hours from date of request and are subject to inspection by PVB and/or its agents at reasonable hours and under reasonable conditions. Proposals shall describe the system's auditing functions and its ability to audit all financial transactions.

2.82 Audited Report of Processing Authority

New Mexico Statutes Annotated (NMSA) requires that a processing system prepare a report at the end of each fiscal year setting forth the number of cases processed and all moneys received and distributed, together with any other information that may be specified by the issuing agency. The report is a public record and shall be delivered to PVB and the City Auditor.

Proposals shall describe the proposed system's ability to prepare this annual report.

2.83 Financial Reconciliation

Proposed system shall be capable of balancing all moneys deposited by PVB to revenue reports based on the Citations paid and Fees collected as reflected on the Proposed system. Any discrepancies between processing logs/worksheets and database tools shall be immediately researched and resolved by the Financial Reconciliation tool of the proposed system. A record of any such problems shall be noted on the reconciliation worksheet. The Financial Reconciliation Report format shall be pre-approved by the City's Finance Director

A report on revenue distribution will be required that is balanced to the manual totals each day from all cashing activities and mail-in payments. All categories of payment are to be balanced, such as the bad check Fees, boot Fees, preferential parking revenues and Citation payment revenues. In addition, all payment types shall be balanced, i.e. checks, money orders, etc.

Reconciliation will also be required of all Citation payments collected by MVD, including balancing the amount collected with the transactions applied to the PCPS.

PVB will be required to perform and monitor all financial corrections and adjustment transactions applied to the PCPS. These corrections include bad check processing and the application of funds from one Citation to another. Full documentation shall be created and filed to provide complete financial control over all exception processing.

Proposals shall describe the system's ability to provide the following financial reconciliation functions:

- a) Reconcile all transactions updated to the database. A report will be required which balances the number of transactions in a given day, Citations updated, payments, residential parking permits issued, fleet vehicles updated and deleted, corrections, Administrative Hearings and Dispositions, updated name and address information, suspends, returned mail and MVD non-renewal processing.



- b) Balance and reconcile new Citations added to the database through each stage of processing, from initial receipt, batching for data entry and copying to actual data entry and update to the Proposer's system. Processing of Citations issued by handheld units will require downloaded data from each PEO's reporting station.
- c) Produce transaction reports that shall be used to reconcile the correspondence processed by each PVB staff, especially any Citation suspensions.

2.84 Special Collections System (SCS)

The fourth component of the CARRS consists of vendor procurement of applicable software, hardware, training and technical support for a Special Collections System that provides the functionality, features and services described below. The primary functions of the SCS are:

- a) Out-of-State Collections
- b) Miscellaneous Collections
- c) Noticing/Processing Correspondence/Mailing functions

2.85 Special Collections Technical Requirements

Proposers must describe how the Out-Of-State and Miscellaneous Collections Program will interface with the PCPS. The Proposer shall work with the PVB to develop an interface between the systems that will enable disposed or non-collectible records to be identified on the PCPS system, and passed from the PCPS to the Collections Program. Proposer shall also describe how resolved collections account information will be submitted back into the PCPS, so that the PVB is notified as accounts are resolved.

The Contractor will be responsible for all software, hardware, installation and support required for this interface. The Contractor will ensure that only authorized personnel will have access to the PCPS. The system must provide on-line updating of the PCPS for all completed transactions.

2.86 Out-Of-State Collections

In order to manage the Out-of-State Collections Program, the Proposer must be capable of acquiring information from other state vehicle registries and to make determinations regarding the probability of successful pursuit of payment.

The Proposer should demonstrate in-depth knowledge of state-specific data formats and registration-update schedules. Proposers shall submit verifications of agreements to access Out-of-State MVD registry information as part of their proposal submission packet.

Proposers shall describe the procedures for validating critical data fields (e.g., vehicle make, registration renewal dates, and state abbreviations) through an interpretation and comparison of data from the Citation and data received from the vehicle registry.

The Proposer shall also describe the system's ability to:

- a) Pursue collections on vehicles not registered in the State of New Mexico on which a parking Citation has been issued in the City of Santa Fe.
- b) Ensure the timely acquisition of out-of-state vehicle registration data.
- c) Provide comprehensive quality assurance to guarantee proper vehicle ownership identification and data integrity.

The Out-of-State Collection System must have the ability to:

- a) Check record counts, edit rejects, match rates, and match failures with each request and return cycle for each state.
- b) Recognize and accurately separate out-of-state registration records based on changes in ownership.
- c) Maintain current and complete interface specifications.



- d) Obtain the Registered Owner's name and address from the appropriate state vehicle registry.
- e) Issue a Notice of Delinquent Parking Violation to the Registered Owner.
- f) Issue reports to PVB to document, monitor, and control the processing of Citations issued to vehicles registered out-of-state.

2.87 Miscellaneous Collections Program

Most Citations are resolved during normal processing by payment of the Fine and Fees, by permanent suspension as a result of an Administrative Review, or by adjudication.

However, some Citations remain unpaid after normal processing and collections efforts are completed. These open accounts result from such things as anomalies in the New Mexico MVD registration system, failure of a new owner to re-register a vehicle, inaccurate mailing address provided to the MVD, and other similar situations. PVB has the option of assigning specific categories of open Citations for special collections efforts.

The following criteria are currently being used to categorize Special Collection Citations:

- a) MVD Hold Rejects/Returned Transfers: Any unpaid Citation for which the request for MVD hold was rejected or for which the MVD hold was released after transfer of ownership information had been obtained from MVD.
- b) Aged MVD Hold: Any Citation that is on MVD hold and still unpaid sixty (60) days after the expiration date of the previous year's registration.
- c) Out-Of-State Unpaid: Any Citation on an out-of-state plate that remains unpaid forty- five (45) days after a Notice of Delinquent Parking Violation is mailed.
- d) Returned Mail: Any unpaid Citation for which a notice has been returned by the Post Office as undeliverable.
- e) Registered Owner information: Any unpaid Citations associated with a plate for which no Registered Owner information has been returned from the MVD after at least two (2) requests have been made within two-months.
- f) Declaration of Non-Ownership: Any unpaid Citation issued to a vehicle for which a declaration of non-ownership has been received and forty-five (45) days or more has elapsed since the mailing of a letter requesting payment from the person identified as the new owner.
- g) Leased/Rented Vehicles: Any unpaid Citations issued to leased or rented vehicles forty- five (45) days after a letter requesting payment has been mailed to the person who leased or rented the vehicle.

PVB reserves the right to amend the criteria used to determine which Citations shall be assigned to Special Collections.

The Proposer shall describe the proposed system's ability to effectively manage the Miscellaneous Collections component of Special Collections in each of the following areas:

- a) Automatically review the PCPS database on a monthly basis and assign all Citations that meet the designated criteria as Special Collections
- b) Provide NDPV forms
- c) Determine and track the proper noticing for each designated Miscellaneous Collections criteria
- d) Print and mail all of the notices required to support the Miscellaneous Collections Program.

The Proposal must clearly describe the extraordinary efforts that the Proposer will undertake to pursue and resolve these hard-to-collect Citations. All forms of notices sent and collection procedures followed by Contractor in the Special Collections process shall be subject to prior approval of the PVB. All revenues collected through Special Collections' efforts shall be deposited in the City's designated bank account within forty-eight (48) hours from the collection date. All Collection fees shall be added to the outstanding and unpaid citations' Fine amount and collected from the registered owner of the vehicle. The City will not be responsible to pay the Contractor any Collection fees.



2.88 Telephone Inquiries

In order to facilitate Special Collections, the Contractor shall provide a toll-free 800 number for use by the public that the Contractor will answer for at least eight (8) hours-per-day during normal work hours.

2.89 Purge of Records

The Contractor and PVB will mutually agree upon a purge plan of those accounts that are not collectable. The Contractor will submit to PVB an electronic and paper report of purged accounts at a mutually agreed upon time.

Proposers should describe their system's ability to purge selected records.

2.90 Types of Accounts Assigned to Special Collections

PVB will assign accounts to Special Collections immediately following the assignment of the second penalty to the citation. These accounts which fall into the categories enumerated in this Section 5.3 will be transferred to Special Collections by PVB.

2.91 Special Collection Payments

Proposers must submit in the Cost Proposal, as part of their response, the proposed Special Collection Fee, which shall be subject to negotiation in the Contractor selection process.

All adjustments will be documented. Proposers shall describe the capability and procedure for depositing payments made by check or money order to City's account within twenty-four (24) hours or no later than the next business day.

Proposers must thoroughly describe in the Cost Proposal the program for collection, as indicated within the Cost Proposal attachment. The Special Collection Fee shall be a fixed fee which will be added to the outstanding fine amount and collected from the registered owner. The City will not pay any collections' costs incurred by the Contractor under any circumstances.

2.92 Reports

Proposers shall describe their system's ability to provide the following reports:

- a) Weekly: Citation payments submitted detailing Citation number and dollar amount.
- b) Monthly:
 - 1) Number of new accounts received;
 - 2) Number of paid accounts by type of payment;
 - 3) Number of payment reversals – subtotals by reason;
 - 4) Number of NDPV sent during the month;
 - 5) Number of letters sent by type;
 - 6) Number of phone calls received;
 - 7) Summary of account statuses; and
 - 8) Invoice for amount owed by PVB to Proposer.

Failure to produce reports as outlined above will result in a credit to PVB of \$100 per occurrence per working day not received, unless prior written approval for delay is granted by PVB.

2.93 Exclusions

Regardless of the collection efforts of the Contractor, PVB shall not pay a fee in the following cases:



- When Citations are collected as a result of collection efforts through MVD Liens, i.e., those Citations paid at the MVD in conjunction with annual registration renewal;
- When Citations are dismissed by PVB, the City or the Municipal Court; and
- When no collection activity has occurred within the twelve (12) months preceding payment of Citations for which notices have been returned by the Post Office as undeliverable.
- When Citations are collected as a result of collection efforts through FTB Liens.

2.94 Marketing and Revenue Generation Program (MRGP)

Contractor will be responsible for implementing a marketing, advertising and media program to generate revenues to PVB through notices, flyers, envelopes, internet and other electronic and hard copy materials used in the program. The Contractor will be responsible for identifying interested parties and presenting each individual initiative under the MGRP to PVB for approval prior to implementation. PVB will be solely responsible for the content, method and procedures used to implement any program associated with this section.

Contractor will provide monthly statement summarizing each individual initiative under the approved MGRP, the status of each initiative, the revenues collected, the parties involved and any other information required by PVB related to MRGP.

Revenues generated through the MRGP will be shared at a minimum as follows: 60% to PVB and 40% to Contractor.

Proposers shall describe the MRGP concept and their ideas regarding the implementation of the MRGP including projected timelines for generating revenues.

SYSTEM ENHANCEMENTS INCLUDED IN THE PROPOSAL

In addition to the required components of the CARRS, the PVB has identified several desired enhancements as listed below: Proposers shall explain in detail how the proposed PCPS will provide the functions or interface with other systems described in the following subsections.

2.95 RPP and Auto-Chalking System

The Enforcement Unit plans to implement an electronic version of the current RPP permit (bumper decal) that the Customer can attach to the inside of the windshield. The goal is to enable the PEO to determine the validity of the Customer's permit utilizing the ECIRS handheld device by either reading a barcode or via RFID. Proposals shall describe the system's ability to supply this electronic residential parking permit, and explain how this electronic permit will work with the ECIRS system.

The Enforcement Unit plans to implement an electronic version of the current manual chalking system, which assists the PEOs in determining when a vehicle has exceeded the allotted time at a meter or timed parking zone. Proposals shall recommend and describe such a system, and explain how it will interface with the ECIRS and PCPS system.

2.96 Program Consulting

The Contractor shall provide management consulting services above and beyond the services described in Section 2.132. The Contractor may use in-house resources or a subcontracting arrangement with a specialist in parking management services. The Contractor shall identify a full-time contract manager for the entire term of this contract. The service offered must be expressed in staff time dedicated to consulting and the cost for this service must be included in the Cost Proposal.

Proposals shall describe the management consulting services that will be offered under this Agreement. The anticipated services shall include but are not limited to:



- a) As needed EPM support with emphasis on effective enforcement, including developing appropriate productivity benchmarks. This should include regular meetings with PVB's Contract Administrator, Parking Director, Enforcement Supervisors and other key staff within the PVB.
- b) As needed, analytical support for developing enforcement strategies based on the best practices employed worldwide, meter planning and inventory control, and meter maintenance and repair operations. The consulting staff will conduct, or at the request of PVB, provide the technical support needed for the PVB to conduct field surveys, and provide reports on parking space occupancy, vehicle turnover and violation capture rates, etc.
- c) Upon request, extracting information from the Parking Citation database to support parking management initiatives.
- d) Assistance in preparing management reports and statistical analysis, including the development of new management reports and revisions to existing reports.
- e) Provide on-going training for EPM staff in parking management related topics.
- f) Upon request, an analysis of new technology and its applications to parking operations. Such analysis should include, but not be limited to: cost benefits of new technology, example organizations that have already implemented the new technology and appropriateness of new technology to PVB's processes and operations.

2.97 Electronic Boot Removal System

The City is planning on providing an electronic self-release booting system. This system will be utilized to boot vehicles which are identified as scofflaw violators.

The system will provide MLPR camera units to be mounted on one vehicle to assist scofflaw enforcement officers to easily identify parked vehicles which qualify as scofflaw violators. The CARRS system shall be capable of interfacing with the booting system in real time.

2.98 Paint Shop Inventory System

The Parking Division has a Paint Unit within its Maintenance Unit that maintains the paintings on curbs and street markings throughout the City. The functions of this group include planning periodic repainting of curbs and responding to maintenance requests from the public, Parking Enforcement Officers, Fire Department and Department of Public Works. The Paint Unit processes and tracks work orders for paint jobs to ensure a timely response to requests. Currently, the Paint Unit maintains almost all of its records manually, including information on the location of painted curbs and street markings. However, PVB plans to digitize their inventory of maps. PVB plans to implement such a system with the following functions:

- a) A database which will capture and manage an inventory of all curb and street painting requirements, such as type, length, street location, distance from intersection, condition status information, date last painted, payee, date of payment and maintenance history log.
- b) Flexible query capabilities to support retrieval of information records
- c) Automated transfer of maintenance requests from a handheld device to the Paint Shop system
- d) On-line inquiry into the Paint Shop maintenance tracking system from other PVB personnel to determine "date last painted" and other historical maintenance information
- e) A tickler notice system for scheduling of periodic re-painting (at six-month and two-year cycles)

Proposals may describe how the above-listed Paint Shop functions could be supported by the proposed system.

2.99 Regulatory Sign Inventory System

The City maintains record of installed signs throughout City of Santa Fe. Currently, PWA's Sign Shop manages a sign inventory system with more than 500 different types of signs and associated hardware. The Parking Division's Maintenance Unit installs and maintains a record of all parking related signs. PVB plans to enhance the current Parking Division's maintenance signage inventory system so that it can improve its records of sign location and track inventory and work orders more efficiently and effectively. PVB desires to implement a sign



inventory system which can tie both the PWA and Parking Division's independent signage systems without losing their respective independence with the following functionality:

- a) An inventory tracking system. (Parking Division only)
- b) The ability to have enforcement, meter repair and meter collections staff to use ECIRS handheld devices to write work orders in the field that will download daily to the sign databases. (Parking Division only)
- c) Automated transfer of work orders from the ECIRS handheld devices to the sign databases. (PWA and Parking Division)
- d) Capacity for on-line inquiry into the Sign Shop maintenance tracking system by other PVB Units to determine "Date Last Maintained" and other maintenance history information including pertinent historical data. (Parking Division only)
- e) The proposed system shall interface with City's existing database system.

Proposals shall describe how its proposed system could support the above-listed Sign Shop Inventory System functions.

2.100 Noticing and Correspondence

PVB requires a range of support services related to the generation and distribution of Citation notices. Proposals shall thoroughly describe and explain the controls that shall be exercised by the proposed system to provide a noticing program that is accurate and timely, including the proposed system's ability to provide the following Citation notice functions:

- a) Print and mail or utilize e-mail noticing of all notices required to support the CARRS.
- b) Implementation of system controls to provide accurate and timely notices that incorporate industry-specific design and mailing techniques.

All form letters, forms and noticing procedures used by the Contractor must be approved in writing by the PVB. The Contractor may recommend generating additional notices. However, prior to adopting any changes to notice templates or notice generation procedures, Contractor shall explain the benefits and costs of the change to or deviation from standard noticing forms and procedures and obtain prior PVB approval.

2.101 Notice Selection

Proposals shall describe how the proposed system provides the flexibility to accommodate time- based as well as criteria-based selection variables to generate specific types of notices. Examples of such criteria are: Citation age, suspend status, partial payment, and returned mail status.

Proposals shall also describe the types of notices the proposed system generates, the frequency with which Proposer recommends generating Notices of Delinquent Parking Violation, as well as all management reports generated by the noticing element of the proposed system for reconciliation, audit and PVB management oversight.

2.102 Notice Printing and Mailing

The Contractor shall be responsible for the cost of generating, printing of all notices specified herein, and shall be responsible for the quality of each notice run. At a minimum, the Contractor's system shall check for alignment, print quality, correct form, correct run date and shall ensure that all required information is printed.

The Contractor shall comply with all U.S. Postal Service regulations regarding the pre-sorting and bar coding of mail and with the requirements and specifications for first class permit mail as set forth in the U.S. Postal Service's "Domestic Mail Manual."



Proposals shall describe the notice processes used and the measures that shall be taken to ensure quality of notices.

Proposals shall describe measures that will be taken to ensure compliance with the requirements and specifications for first class permit mail as set forth in the U.S. Postal Service's "Domestic Mail Manual."

2.103 Postage Costs

The Contractor shall be responsible for all postage costs, including the cost of placing holds on vehicle registration renewals at the New Mexico MVD and in states outside New Mexico, the costs of mailing of notices of delinquency, Administrative Adjudication Program notices, tow notices, all Special Collection notices and other mailings associated with the CARRS.

2.104 Notice Research and Reporting

The PCPS must be able to research specific notice runs, individual notice record information and the response rate or payment return rate. Proposals shall describe the proposed system's ability to support an on-line, real-time review of all notice activity by type of notice.

Daily and weekly management reports must be provided that tracks all notices and their responses.

Summary data for each notice run and detailed information for each notice within the preceding twelve (12) months shall be provided within one (1) working day of PVB's request.

Failure to provide summary data for notice runs and detailed information for each notice within the preceding twelve (12) months within one (1) working day of PVB's request will result in a credit to PVB of \$50 per calendar day of delay.

Failure to provide any noticing management report within the deadlines established by the Contract shall result in a credit to the PVB of \$50 per calendar day of delay.

2.105 Notice of Delinquent Parking Violation

A Notice of Delinquent Parking Violation must include at least the following information:

- a) The procedure for challenging a parking Citation by mail;
- b) The address to which a payment should be mailed;
- c) Instructions on credit card payment options via telephone or internet;
- d) The date that a late penalty will be added and the amount that will be due on that date;
- e) The fact that the Registered Owner assumes all responsibility for making sure that the payment is received before the due date;
- f) Any warnings that may be appropriate and legal, which may affect Customers' credit ratings or their vehicle registration fees;
- g) The toll free number and hours to call for inquiries; and
- h) Any other information required by law.

2.106 Correspondence

Correspondence that requires a response from the Contractor must be answered within three (3) working days from receipt of the request to respond from the PVB.

Proposals shall describe the proposed system's procedures for accountability of correspondence processed by PVB staff. The proposed system shall provide the PVB the ability to generate daily, weekly and monthly reports of all correspondence processed by the PVB staff. The reports shall provide details of all correspondence placed on hold by each PVB employee, length of time on hold, final disposition, total number of items placed on hold and total dollar value of the items placed on hold.



2.107 Additional Equipment Needs

PVB may request Contractor to procure additional hardware, software or equipment related to the services to be performed pursuant to the Agreement. PVB may request the Contractor to provide estimates and schedules for the purchase or lease of equipment. If PVB chooses to purchase or lease the hardware, software or equipment through the Contractor, PVB will reimburse the Contractor based upon approval of the proposed costs by the Parking Director.

2.108 Ideas for Improvements

Proposals shall discuss any and all ideas for enhanced revenue generation and collections, improved enforcement, greater efficiencies through Lean Process or other efficiencies and improvements that the Proposer's system currently provides or that the Proposer could develop within six (6) months from the start of the Contract. This discussion should include the perceived benefits to the PVB of the proposed improvements. If any improvement is not currently supported by Proposer's system, this section shall include resources, if any, required for the project and a schedule for implementation.

2.109 System Availability

System availability is defined as the time during the principal hours of operation when the Parking Citation Processing System, including all subsystems, is available to PVB for the intended use. System availability shall be maintained at 99%, Monday through Friday from 8:00a.m. to 6:00 p.m. MT. The Contractor shall submit objective methods of measurement to enable PVB to monitor the availability level. It is the Contractor's responsibility to measure and report the availability level to PVB on a monthly basis.

The system availability requirement shall not be in effect during the period of time that the Contractor is experiencing a catastrophic failure. A catastrophic failure includes Acts of God, as well as natural (such as earthquake, fire or flood) and un-natural catastrophes that are not caused by the negligence of the Proposals.

In the event that an availability level of 98% is not achieved for any individual calendar month, a credit shall be made to PVB based on the percentage of difference between the criteria and the actual percentage of availability times the Contractor's Fee basis for the month.

2.110 Error Correction

Error corrections are defined as those emergency actions taken to correct or fix hardware, including the processor(s), PCs or printers, or software anomalies having a negative impact on the operation or use of the system. The Contractor shall correct, at no cost to PVB, all system malfunctions and errors. The Contractor shall repair or correct any such malfunctions and errors that impact the collection of revenues by PVB within one (1) day of receipt of notice from the PVB.

If the Contractor cannot correct such errors within the time allotted, the Contractor will be held liable for any loss of revenue that has been caused by the default.

2.111 System Discontinuance and Backup

The Contractor shall agree to establish a redundant data network and internet connections to provide a high availability system.

2.112 Performance

PVB will require assurance from the Contractor regarding the operational performance of the PCPS.

Proposals shall define the number of transactions that the system will be able to process per hour by type of transaction. This is known as "throughput". Proposals shall state assumptions regarding peak-hour processing



and weekly and expected monthly average volumes. Proposals may segregate throughput parameters according to transaction types.

Response time shall be from the start of transmission from a user computer to the completion of a response display. The system shall measure and report workstation response time to PVB on a monthly basis. Contractor shall provide a workstation response time of less than three (3) seconds for all data entry, updates, deletions and indexed queries, between 8:00 a.m. and 6:00 p.m. Monday through Friday MST.

If the Contractor fails to meet the defined response time requirement for more than 2 hours in any one-week calendar period, PVB shall be entitled to a credit against the Contractor's monthly system charges as follows:

- Greater than (>) three minutes but less than (<) 20 minutes = \$25 hour
- 20 minutes but < 60 minutes = \$ 50 per hour;
- > 60 minutes = \$ 150 per hour

2.113 PCPS Computer System Environment

PVB expects that the system will operate on a web-based platform with the appropriate redundancy processes to support maximum availability and reliability of systems. The City desires to acquire information systems that reflect an "open system" standard. The City intends to implement systems that will enable PVB to integrate multi-department, multi-vendor environments and minimize proprietary interface requirements. Open systems also enhance the portability and maintainability of installed application systems.

2.114 Processor and Computer Location

Proposals shall provide a plan for the location of the system's equipment. The Contractor will be free to choose the location for installation of the processor hardware, but 24-hour support is required. If the system is to be located on City property, Proposals shall fully describe all facility requirements (such as power, temperature control, flooring, water, lighting and space) necessary for support of the system.

Hardware and software connection to PVB WAN will be the responsibility of the Contractor.

Computer workstation locations shall include the following:

- a) PVB Administration
- b) PVB Traffic Engineering
- c) Hearing and Citations Unit (including Residential Parking Permits)
- d) Enforcement
- e) SFPD Administration Building
- f) Towing Contractor's Operations Office
- g) Two additional workstations as requested by the PVB at any time during the term of the agreement



tables & accessibility of them to the users and special features of the system.

2.117 Data Entry Features

Proposals shall describe the general method for processing of data, including screen presentation and GUI widgets used, editing functions and features and method of acknowledging that a data record has been sent successfully.

2.118 Data Searches

Proposals shall describe the methods for retrieving information from the system for high usage searches and on-demand or uncommon searches. Proposals shall describe how the system will enable the workstation used to direct reports or notice letters to a local printer.

2.119 Deletion of Data Records

Proposals shall describe how the system processes a request to delete a data record, and how the system tracks deletions. The system shall be required to retain information, including the operator performing the deletion, date, time and terminal location.

2.120 Security Authorization

Proposals shall describe the controls of the system that regulate access to specific functions of the system, such as MVD inquiries or deletion of records. If third party tools are used, Proposals shall state whether security authorization can be extended.

2.121 PCPS Support

Proposals shall thoroughly describe the system environment that will be employed to identify and respond to requests for remedial maintenance, reports of system anomalies and reports of user problems and system questions, including tools available to the Contractor's staff, and software to be used. The Contractor's system shall be supported by a staff of experienced, well-trained technicians.

At a minimum, the system must:

- Monitor system for outages,
- Monitor and evaluate performance,
- Distribute daily problem status reports,
- Track to resolution all reported incidents and
- Track and report on system availability.

Problem resolution procedures shall include a comprehensive review process. Management reports highlighting any special problem areas or trends shall be available to PVB. At a minimum, the reports shall include, but are not limited to:

- Problem status by site,
- Responses time statistics,
- Monthly availability statistics and
- Statistics on the time required to make repairs.

The Contractor shall provide a complete system, including all data processing hardware and software, sufficient to support all of PVB's Citation processing and collections operations. Proposals shall clearly explain the components of the system that shall ensure availability to accommodate PVB's workload.

2.122 Application Software Support

PVB requires a flexible system, since experience has shown that the system will need to be continually enhanced and improved. Ongoing technical support that provides analysis, suggested improvement, problem resolution and operations monitoring is essential. On-demand reports, special data requirements, new changes to the application and new sub-system development shall be required during the life of the contract. Proposals shall describe the staff and life cycle methodology that is proposed to support the application software.

Proposals shall identify PVB's rights to use and modify the software after completion of the development



and/or contract period.

2.123 Production Control

Proposals shall describe how the system and the experience of the key staff members shall ensure full accountability for every transaction processed. This responsibility includes ensuring:

- a) That processing is scheduled in the correct sequence
- b) That any batch processing is completed successfully and in the correct order
- c) That transactions and associated penalties processed for the transactions are reconciled and accurately reflected on the Proposal's system
- d) That all production management reports on system transactions are accurate and
- e) That all data are prepared according to PVB specifications

2.124 Storage Capacity

Proposals shall describe the storage capacity of the system proposed to manage current and archived PVB Citation records. The Contractor is required to determine its own system-storage requirements.

2.125 Disaster Recovery Backup

Proposals shall describe the precautions to be taken to ensure that all systems, files and data are reliably backed up and when appropriate, archived in case of disaster. Proposals shall describe alternative sources and capabilities for equipment, communications and other facilities that could be provided in the case of disaster. In the event that a natural disaster does disrupt the system, the Contractor shall have a detailed City-approved recovery plan in place. The plan shall be tested and ready to be implemented at all key facilities so that services are restored quickly and in accordance with City performance standards.

Proposals shall thoroughly explain the disaster recovery and backup plan that at a minimum shall address the following:

- a) Procedures for back up of all software and computer programs, files and computerized procedures
- b) Off-site duplication of all software and computer programs and computerized procedures
- c) Repair procedures for all hardware, communications and other equipment to minimize the time required for restoration of service
- d) Alternate processing arrangements in the event of severe damage to facilities
- e) Proposed periodic and comprehensive testing of emergency procedures and
- f) A description of archival and backup storage

2.126 Audits

The Contractor shall fully cooperate with regular audits by City staff. Proposals shall describe the internal audits that shall be performed to review control policies and procedures, both physical and non-physical security, and describe any sample testing that shall be provided to ensure security.

2.127 Security

The Contractor shall provide complete security for the protection of both physical items and data. Security includes the protection of physical items such as files, communication networks, cash, checks, and Citations. Security shall also include guarding non-physical items, such as the confidentiality of data.

2.128 Non-Physical Security

Proposals shall describe all the non-physical security features and capabilities of the system. Non-physical security issues include, but are not limited to:

- a) Restricted access to the system by time of day and particular workstation
- b) Restricted access based upon proper authorization
- c) Unique user access identification that shall be changed at periodic intervals
- d) Backup records of virtually every update transaction
- e) Transaction histories with date, time and identification of every transaction
- f) Strict control and reconciliation procedures for every system update
- g) Control of dial-up access to the system and
- h) Virus detection and control



2.129 System Control and Security

Based on an individual’s role, the Contractor's system shall provide functional security by restricting certain functions (such as permitting access to inquiry only) and allowing data update capability on an as-needed basis. Proposals shall present verifiable evidence of the system’s security features that are designed to maintain the security of all information contained in the Citations database and maintain the confidentiality of information.

2.130 City and Project Staffing

The City will have a dedicated Project Manager through implementation. The City intends to have both functional and technical resources available during implementation. Additional detailed City resource planning has not been completed and will be based on the resource estimates provided by the Offeror.

2.131 Staffing and Management

Superior services levels require a staff with demonstrated technical expertise. The Contractor's key staff shall be evaluated on the amount and quality of experience in their technical disciplines.

The Contractor, and subcontractors who are responsible for 30% or more of the scope of work, shall provide adequate transition staff that resides within PVB and County of Santa Fe for the duration of the transition period. This staffing requirement will include personnel with the ability to provide improvements and enhancements to the system. The contractor shall provide site visits by its technicians every quarter of each year throughout the term of the agreement to conduct preventative maintenance of the PARCS. In addition, the contractor is required to monitor the PARCS every day to ensure that the PARCS is fully functional at the minimum requirement of 98%.

Proposers shall submit a staffing plan with the proposal that provides time allocation (percentage of dedication to the proposed contract) for the staff person(s) who will be responsible for:

- a) The oversight of all contract services and deliverables, and communication and negotiation with senior PVB officials for program evaluation and Feedback
- b) The oversight of system outputs, including statistical analysis and report monitoring.
- c) The oversight of all PCPS financial transactions and reconciliation in relation to operations, including reconciliation of daily deposits, audit of cashier settlements, scheduling, correspondence processing, reject processing and financial adjustments
- d) The oversight of the processing of high volume of payments received by mail, including the opening and preparation of documents and the preparation of deposits to the financial institution (on an as required basis)
- e) The accurate processing of the data captured on Citations, name and address changes, returned mail processing, the application of name and address data, enforcement officer field reports and any other transaction processing required, and
- f) Systems management, supervision of communications technicians and compute support specialties to meet PVB availability standards.

Proposals shall describe how system availability shall be ensured through technical service support, and describe the ability to provide this support and the facilities and other requirements needed on site. Proposals shall also explain how the proposed staffing is sufficient to provide Customer service to meet requested standards and support.

2.132 Number of Users

The following user counts by module contained in Table 05 are estimates and are provided for planning purposes only. The number of users represents the anticipated future number of users of a new system.

Table 05: Number of Users

No.	Functional Area	Total Users	Concurrent Users
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No.	Functional Area	Total Users	Concurrent Users
1	Electronic Citation Issuance and Reporting System (ECIRS)	15	15
2	Enforcement Management System (EMS)	12	
3	Parking Citation Processing System (PCPS)	15	
4	Special Collections System (SPS)	4	

It is anticipated that some users will use multiple modules causing overlap in each functional area.

2.133 Current City Applications Environment

A variety of applications and databases exist in the current environment to support the City’s core business processes. The application environment includes the primary applications as described further below.

- **JD Edwards EnterpriseOne:** The City’s current Enterprise Resource Planning (ERP) system is Oracle’s JD Edwards EnterpriseOne, running version 8.12; tools release 8.98.3. The current hardware platform is an IBM System I, Power 6 partitioned into three (3) Logical Partitions (LPARs); Enterprise/Application Server; Web Server; and Test Server. These partitions support three (3) environments; Production (PD); Prototype (PY); and Development (DV). A Deployment Server runs on a HP DL 360 G5 Server. Three (3) additional LPARs run on the IBM System I in support of other functions World, High Availability, and Test2. The City recently completed an upgrade of the OS400 Operating System on its IBM System I from V5R4 to V7R1.

The City is currently using JD Edwards EnterpriseOne ERP system modules to manage functions including General Ledger, Accounts Payable, Accounts Receivable, Budget, Purchasing, Inventory Management, Fleet Maintenance, Payroll, User Account Management, limited Workflow and Transactions Processing in some functional areas, limited Employee Time Entry, and Position Control.

- Additional systems in use at the City may be found in the Interfaces tab included in Attachment B to this RFP.

The following table contains functional statistics of the City. These statistics are estimates and are provided for planning purposes only.

Table 06: Functional Area Statistics

No.	Functional Area/Metric	Statistic
1	Electronic Citation Issuance and Reporting System (ECIRS)	
	Number of Citations per Year	33,000
2	% Citations Appealed per Year	16%

2.134 Planned and In-Progress Projects

The City currently has several in progress or planned enterprise-wide technology projects that may potentially impact system and technical standards during the implementation of a new CD System.

- **Enterprise Resource Planning (ERP) System Implementation:** The City is in the process of evaluating proposals for an ERP system.
- **Utility Billing System Implementation:** The Public Utilities Department is in the process of implementing a modern utility billing system that could potentially interface with a future CD system.



- **End User/Help Desk Support:** The City is currently conducting process reviews to improve help desk support including setting up designated staff to receive help desk requests and triage work orders.
- **Data Center Migration:** The City is in the process of moving the primary data center to an outsourced facility away from the City's primary buildings.
- **311 System Research:** The City is in the process of looking into a more robust 311 system. Currently the City's website provides some basic 311 functionality, however it is not adequate for the City's needs.
- **iSeries Upgrade:** The City is looking into upgrading the iSeries servers (AS/400 servers) as the hardware support will expire in December 2016. Staff reported that not all applications will be off the servers by then, and that the City may need to lease or buy a platform.
- **GIS IMS System Upgrade:** The City is currently in the process of upgrading the internal and public facing GIS Internet Mapping System (IMS).
- **OpenGov:** The City is currently implementing a financial data portal using the OpenGov solution. Five (5) years of financial data will be available to the public on this portal.

2.135 Implementation Project Plan

As part of the Project Scope, the Contractor(s) must develop and provide the City with a detailed Implementation Project Plan that, at a minimum, will include the components listed below.

Section #1 - Project Objectives: This section of the Implementation Project Plan should include overall Project objectives.

Section #2 - Project Deliverables and Milestones: This section of the Implementation Project Plan should include a list of deliverables and milestones of the Project, and with each deliverable or milestone, this section should describe exactly how and what will be provided to meet the needs of the City.

Section #3 - Project Schedule (Project Management Software): This section of the Implementation Project Plan should identify the dates associated with deliverables and milestones described in Section #2 of the Project Plan. In addition, this section should reflect Project predecessors, successors and dependencies. The City requires the use of Project management software (such as Microsoft Project) to develop and maintain the Project schedule, Resource Plan, and Gantt chart. *The Project Schedule should also be included in Tab 8 of the proposal. Additional information is provided in Section 4.9, Tab 8- Project Schedule.*

The Contractor shall be responsible for installing and implementing the ECIRS as a complete system to the performance standards and specifications of the Agreement, regardless of manufacturing sources of hardware and software.

Proposals must describe the equipment installation requirements for each location. The Proposer should describe the installation schedule, Proposer's need for participation or assistance from PVB or installation and the extent to which Proposer would need to use PVB facilities.

Section #4 - Project Management Processes:

- a. **Resource Management:** This section of the Implementation Project Plan should describe City resources, Contractor resources, and the overall Project team structure, including an organizational chart. Roles identified for the Contractor, its subcontractors, and the City should also include a detailed description of the responsibilities related to the identified role as well as the communication process for each party.
- b. **Scope Management:** This section of the Implementation Project Plan should describe the approach the Contractor will use in order to manage Project Scope and the process used to request changes to Project Scope. It is the City's desire to use the proposed enterprise software



system(s) “as is” and, as such, any changes must be reviewed and approved by the City’s Implementation Project Team.

- c. **Schedule Management:** This section of the Implementation Project Plan should describe the approach the Contractor will use in order to manage the Project schedule and the process used to submit requested changes to the schedule. The Contractor must ensure that the Project schedule is kept current and report any missed milestones to the City.
- d. **Risk Management:** This section of the Implementation Project Plan should describe the approach the Contractor will use to document existing Project risks, provide recommendations for mitigating the risk, and how this will be communicated to the City Implementation Team.
- e. **Quality Management:** This section of the Implementation Project Plan should describe the approach the Selected Vendor will use to assure that all written deliverables have received appropriate reviews for quality before being submitted to the City.
- f. **Communication Management:** This section of the Implementation Project Plan should describe the approach the Selected Vendor will use to provide a detailed communication plan that includes discussion of key implementation metrics that will be used to track progress; types of communication methods (i.e., memo, email, one-on-one meetings, Project team meetings, stakeholder group meetings, online web progress reporting tools, etc.) that the Vendor will use; frequency of these communications; and key Vendor points-of-contact with overall responsibility for ensuring these communications are provided as scheduled. The City also expects that the Selected Vendor will make key personnel and staff available for certain meetings either on-site or via teleconference or web-conference that may be required should major issues arise during the implementation that significantly impact the schedule, or budget, of the CD system.
- g. **Business Process Change Management:** This section of the Implementation Project Plan should describe the approach the Selected Vendor will use to provide a plan which should include a list of the business processes the Selected Vendor recommends changing and a detailed description and flowchart outlining the changes, the anticipated benefits to the City of these changes, and how the Vendor proposes to manage this change process.
- h. **Organizational Change Management:** This section of the Implementation Project Plan should describe the process, tools and techniques the Selected Vendor will use to manage the people-side of change.

Section #5 - Data Conversion Approach: As part of the Implementation Project Plan, the Selected Vendor will develop and provide a detailed Data Conversion Plan that describes how files will be converted to the proposed system (e.g., through software conversion aids/utility programs or special programs that must be written, the actual conversion procedures, etc.). The City would like to understand how the Selected Vendor will approach developing the data conversion plan, and what processes will be undertaken by the Selected Vendor’s Project team to convert existing data as well as to interface with identified source systems. A conversion schedule should identify planned conversion steps, estimated hours, and what resources will be required (by City or Selected Vendor) for all pertinent legacy data. Data conversion shall occur when migrating to the new application. The Selected Vendor is expected to assist the City in the conversion of both electronic and manual data to the new system. It is expected that the City will be responsible for data extraction from current systems and data scrubbing and that the Selected Vendor shall be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new system(s). Selected Vendors should plan to have converted data ready for the User Acceptance Testing phase of the Project. Proposals shall describe all procedures planned for the conversion testing, including the assistance and participation expected of City staff. Proposals shall also describe the testing of the PCPS using the conversion process and Citations issued by PVB prior to final implementation of the PCPS.

The Successor Contractor shall bear all costs of conversion, including all MVD coding and related costs in the transition.



Proposers shall complete the Data Conversion tab in Attachment B, Functional and Technical Requirements.

Proposers shall also complete Attachment H – Responsibility of Data Conversion Activities.

Proposers may provide a sample Data Conversion Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.

Section #6 – Training: As part of the Project Scope, the Contractor will develop, provide, and manage a detailed plan for training. It is the City’s intention that the Contractor will coordinate the training of City personnel in the use of its application and that satisfactory implementation of an approved training plan will be a key component of this project’s deliverables. Documentation, including training manuals and agendas, will be provided by the Proposer before each training session with City staff.

This Training Plan must include the information described below:

- a. The role and responsibility of the software and/or any sub-contractors in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to City end users).
- b. The role and responsibility of the City staff in the design and implementation of the training plan.
- c. Overview of proposed training plan/strategy, including options for on-site or off-site training services, for the core project team, end users, and technology personnel.
- d. Proposed training schedule for City personnel of various user and interaction levels.
- e. Descriptions of classes/courses proposed in the training plan. (The Vendor should specify the unit of measure for its training, e.g., units, classes, days, etc., and define the hours associated with these units of measure.) The Vendor must be very clear about exactly what training courses are included in the cost of the proposal and what training materials will be provided.
- f. The knowledge transfer strategy proposed by the software and/or implementation Vendor to prepare City staff to maintain the system after it is placed into production.
- g. Detailed description of system documentation and resources that will be included as part of the implementation by the Vendor including, but not limited to, detailed system user manuals, “Quick Reference” guides, online support, help desk support, user group community resources, and others as available.
- h. Within fifteen (15) days after the Contract Approval Date, the Contractor shall submit a completely documented Training Plan that shall describe the following:
 - A detailed, comprehensive and complete initial and ongoing training program for operation and management of the ECIRS for all management, technical and operational personnel designated by PVB;
 - A schedule for installation, initial training and implementation with provisions for smooth and minimally disruptive implementation of the ECIRS;
 - Complete integration of the ECIRS into the Enforcement Unit operations and
 - administration through complex implementation and post implementation training; and,
 - Implementation and post-implementation support for ECIRS operations.

Failure to submit a completely documented Training Plan within 30 days of the Contract Approval Date of the contract shall result in a credit to PVB of \$50 per 24-hour period of delay.

Failure to provide quarterly notice of Training Plan reviews to PVB within 30 days after each quarter will result in a credit to PVB of \$75 per occurrence.

Proposers may provide a sample Training Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.

Section #7 - Bi-Weekly Status Reports: This section of the Implementation Project Plan should describe the approach the Contractor will use to provide bi-weekly status reports throughout the course of the



Project. This section should include an example of the bi-weekly status report and identify the expected delivery mechanism that will be used to provide the report to the City.

Proposers shall provide a preliminary Implementation Project Plan as part of responses in accordance with the Submittal Response Format described in Section 4.0.

2.136 System Interface Plan

As part of the Project Scope, the selected vendor will develop and provide a detailed System Interface Plan that contains the proposed strategy for interfacing to all applications described in the Interfaces section of Attachment B, Functional and Technical Requirements/Capabilities.

Proposers may provide a sample System Interface Plan as part of responses in accordance with the Submittal Response Format described in Section 4.4, Tab 3 - Implementation Methodology. A sample is not required.

2.137 Software Customization Plan

As part of the Project Scope, the Selected Vendor will develop and provide a detailed Software Customization Plan that includes anticipated customizations and their impact to the overall Project schedule, budget, and final success. This Software Customization Plan should describe the process that the City and the Vendor will engage in for accepting the software modifications. While it is the City's intent to utilize the Selected Vendor system's existing capabilities and embedded best-practice business processes, it recognizes that there may be some critical work processes that require software customization.

Proposers may provide a sample Software Customization Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.

2.138 Testing and Quality Assurance Plan

As part of the Project Scope, the selected vendor will develop and provide a Testing and Quality Assurance Plan that describes all phases of testing: unit, system, interface, integration, regression, parallel, and user acceptance testing. It is the City's expectation that the Testing and Quality Assurance Plan govern all phases of the project and that the vendor will also provide assistance during each testing phase involving City users. The vendor will develop the initial User Acceptance Testing (UAT) plan, provide templates and guidance for developing test scripts, and will provide onsite support during UAT. The vendor will also provide a plan for stress testing of the system that will occur during or after UAT. Testing of all integrated systems shall be conducted for verification of capability, according to standards required by the PVB. All PVB divisions shall actively participate in the testing and shall verify the accuracy and reliability of the PCPS based on test results. The go-live schedule shall be subject to the final approval of PVB following sufficient parallel testing and acceptance of the new system. The Contractor's implementation plan shall allow time for parallel testing of the new system.

Proposers may provide a sample Testing and Quality Assurance Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.

2.139 Pre- and Post-Implementation Level of Support

As part of the Project Scope, the Selected Vendor will develop and provide a Pre- and Post-implementation Support Plan that describes the approach to software support during the implementation and after the implementation. Proposers should describe what level of support is available under the proposed fee structure. If varying levels of support are available, this section of the Proposer's response should clarify these potential services and highlight the level of support that has been proposed.

The following support and issue resolution information contained in Table 07 are suggestions and are provided for planning purposes only. The table contains information on the support issue resolution standards that the City wishes the Vendor to provide following implementation.



Table 07: Support and Issue Resolution Standards

No.	Support and Issue Resolution Standards
1	<p>The vendor, at a minimum has the ability to adhere to the following standards for issue resolution:</p> <ul style="list-style-type: none"> • Severity Level 1, system is down. Attention required immediately, maximum of 30 minute response time. • Severity Level 2, major functionality of the system is impacted or parts of the system are down. Maximum of 1 hour response time. • Severity Level 3, non-mission critical processes are impacted. Maximum of 8 hour response time.
2	Outage times should be based on a 24x7 basis instead of working hours.
3	Severity levels for support will be defined by the City.
4	The vendor will provide support during standard City business hours.
5	The vendor will provide web-based support, with a searchable database of common problems, to assist end users in researching error messages.
6	The vendor will adhere to the City’s security policies, including but not limited to, vendors requesting access to the application and/or network prior to troubleshooting.
7	The vendor will proactively notify the City System Administrator regarding which releases of third-party software (e.g., JAVA virtual machine, Internet Explorer, Mozilla, Safari, etc.) are known to create problems with the current version of the vendor software.

Vendors should describe what level of support is available under the proposed fee structure. If varying levels of support are available, this section of the vendor’s response should clarify these potential services and highlight the level of support that has been proposed.

Proposers may provide a sample Pre- and Post-Implementation Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.

2.140 System Documentation

As part of the Project Scope, the selected vendor will develop and provide documentation that describes the features and functions of the proposed application software. The documentation shall be provided for both users and the technical personnel who will administer and maintain the system. It is desirable that differing levels of documentation (user documentation and technical documentation) exist. The selected vendor shall provide documentation in web-based and PDF forms for each application module.

The Contractor shall describe the ability to provide up-to-date, detailed documentation relating to all operational aspects of using the system. In addition, the Contractor shall provide any documents required in the system. This shall include, but is not limited to:

- a) Detailed user manuals explaining each component of the Proposal’s system
- b) Functional manuals, tailored to each processing unit, to explain the Proposal’s system as it relates to the job responsibilities of the particular user and
- c) Forms and the various documents that shall be completed by the public to conduct routine matters involving the processing and adjudication of Citations. These forms are presently kept at the Citation and Hearing Divisions and include, but are not limited to:
- d) Flyers with instructions on how to contest Citations



- e) Untimely Requests for an Administrative Review Hearing Form and
- f) Declarations of Non-Ownership

Proposers may provide sample System Documentation as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. In addition, Proposers may provide an overview of the system documentation that will be provided as part of system implementation. Samples are not required.

2.141 Risk Register

As part of the Project Scope, the Contractor(s) will develop and maintain a documented Risk Register. Such Risk Register will be maintained in a centrally accessible location (i.e., Project portal) and be regularly updated. For each risk identified, the Contractor shall be responsible to develop an impact summary and a mitigation strategy in a timely fashion.

Proposers may provide a sample Risk Register as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.



3.0 Proposal Evaluation and Award

3.1 Evaluation Process

The City’s Evaluation Committee will initially review and evaluate each proposal received to determine the proposer’s ability to meet the requirements of the City. The evaluation criteria described in Section 3.2 will be the basis for evaluation.

The Evaluation Committee will determine the vendors best suited to meet the needs of the City based on the scoring of the evaluation criteria. These vendors will form the Vendor Short List.

The City, at its sole discretion, reserves the right to have system demonstrations with those proposers on the Vendor Short List, or any other vendor. Scripted demonstrations will be conducted at City offices. Time limitations and demonstration requirements will be provided with the notification. Each Evaluation Committee member will score the demonstration.

A Pre-Demonstration Vendor Teleconference will take place for those vendors that have been short-listed. The demonstration schedule and script will be provided in advance of the Pre-Demonstration Vendor Conference and vendors will have an opportunity to review the format of the demonstrations and ask questions related to procedure and specific demonstration scenarios. This meeting will be conducted via teleconference.

Demonstrations will be assigned a portion of the overall Technical Capability score. The City may elect, at its sole option, not to conduct discussions or demonstrations with respondents. Demonstrations will involve a scripted demonstration and potentially a separate room for questions and answers.

Vendors who are invited to participate in demonstrations are advised that the provided scripts must be strictly adhered to while presenting. Optional modules or functionality must not be presented if they fall outside the scope of requested functionality or that functionality which has been proposed by the vendor.

The City may request additional information or clarification of proposals and hereby reserves the right to select the particular response to this RFP that it believes will best serve its business and operational requirements, considering the evaluation criteria set forth below.

3.2 Evaluation Criteria

The evaluation criteria in the following table are intended to be the basis by which each proposal will be evaluated, measured, and ranked. The City hereby reserves the right to evaluate, at its sole discretion, the extent to which each proposal received compares to the stated criteria. The recommendation of the Evaluation Committee shall be based on the evaluations using the criteria through all stages of the evaluation process (e.g., review of written proposals, vendor demonstrations, reference checks, etc.)

Table 08: Evaluation Criteria

Criteria	Description	Maximum Score
Functional*	This criterion considers the ability of the proposed software to meet the City’s functionality needs. This includes the ability to meet the Functional Requirements (Attachment B) for the functional areas that are proposed and the ability for the proposed software to integrate with the City’s system environment.	35
Technical*	This criterion considers the ability of the proposed software to align with the City’s preferred technical specifications and interface requirements (Attachment B). This criterion will also consider the level of integration among proposed system modules.	10



Criteria	Description	Maximum Score
Approach*	This criterion considers the Proposer’s understanding of the scope of work (Section 2.0) and the quality and clarity of the Proposer’s written methodology and description of the proposed approach to accomplish the work. This criterion also considers the Proposer’s approach to training and support.	10
Experience*	This criterion considers the Proposer’s experience in providing the services solicited by this RFP as set forth in the Proposer’s response and as learned from references	15
Cost	This is per-citation cost. Proposers will be evaluated on their pricing scheme as well as on their price in comparison to the other proposers.	30

**Final scoring for these criteria may be adjusted for Short Listed Vendors based on the results of the demonstrations, reference calls, site visits, or supplemental information requests.*

The City intends to review cost proposals prior to the demonstrations to ensure the Short-List Vendors are within the City’s budget planning.

3.3 Best and Final Offer/Request for Clarification

A Best-and-Final-Offer process may be initiated if it is determined to be in the best interest of the City. Such process may be initiated following the publishing of the Vendor Short List or at any other evaluation process step. Additional processes of scope and cost clarification may be employed as part of the evaluation process.

3.4 Notice of Intent Award

After the completion of contract negotiations, the City may issue a written Notice of Intent to Award and send copies to all proposers. The scores and placement of other proposers will not be part of the Notice of Intent to Award.

Successful proposers named in the Notice of Intent to Award are advised not to begin work or enter into subcontracts relating to the project until both the successful proposer and the City sign the contract.

3.5 Negotiations and Contract Execution

The City reserves the right to negotiate the final terms and conditions of the contract to be executed. In the event the City and the vendor are unable to agree upon all contract provisions, the City reserves the right to cease negotiations, and to move on to select another vendor, or to reject all Proposals.

3.6 Contracting Ethics

1. It is a breach of ethical standards for any person to offer, give, or agree to give any City employee or Committees, Commissions, and Council person, or by City Policy, for any City employee, or Committees, Commissions, and Council person to solicit, demand, accept, or agree to accept from another person or agency, a gratuity or an offer of employment whenever a reasonable prudent person would conclude that such consideration was motivated by an individual, group, or corporate desire to obtain special, preferential, or more favorable treatment than is normally accorded the general public.
2. The Vendor shall not assign any interest in this contract and shall not transfer any interest in the same without the prior written consent of the City.
3. The Vendor shall not accept any private client or project that may place it in ethical conflict during its representation of the City.



3.7 No Obligation, Right of Rejection, and Multiple Award

The inquiry made through this RFP implies no obligation on the part of the City of Santa Fe.

The City reserves the right to reject any proposal, in whole or in part. Proposals received from debarred or suspended vendors will be rejected. The City may reject any proposal that is not responsive to all of the material and substantial terms, conditions, and performance requirements of this RFP.

The City further reserves the right to award all, part, or none of the components/functional areas included in this RFP or a Proposer's proposal. In addition, the City reserves the right to make one or more awards to competing Proposers for subsets of functionality as a result of this RFP.

The City reserves the right to reject any proposal determined to be nonresponsive. The City also reserves the right to refrain from making an award if it determines it to be in its best interest.



4.0 Submittal Response Format

4.1 General Instructions

It will be the sole responsibility of the Proposer to submit its Proposal to the City before the closing deadline. Late Proposals will not be considered and will be returned unopened to the Proposer.

The City reserves the right to reject any or all Proposals or parts of Proposals, to accept part or all of Proposals on the basis of considerations other than lowest cost, and to create a project of lesser or greater expense than described in this RFP or the respondent’s reply based on the component prices submitted.

The City reserves the right to cancel this solicitation or to change its scope if it is considered to be in the best interest of the City. The City reserves the right to waive irregularities in the Proposal content or to request supplemental information from Proposers.

The following instructions must be followed by Proposers submitting Proposals:

1. The deadline for Proposal submissions is established in Section 1.7, RFP Introduction and Background. The Proposal deadline is March 4, 2016 at 2:00 p.m. Mountain Time. Proposals received at the City after this deadline will not be accepted and will be returned to Proposer. Late qualifications will not be opened and may be returned to the Offeror at the expense of the Offeror or destroyed if requested.
2. Proposers shall submit ten (10) hard copies of the Technical Proposal and ten (10) hard copies of the Cost Proposal under separate covers to the City at the address contained in Table 09. One (1) hard copy of the Technical Proposal and one (1) hard copy of the Cost Proposal should be clearly marked as the “Original,” and the remaining copies should be clearly marked “Copy”.
3. Technical Proposals should be provided in three-ring binders with tab separators. Technical Proposals shall not include extraneous marketing materials.
4. Proposers shall submit one (1) electronic version of the Technical Proposal and one (1) electronic version of the Cost Proposal on separate CDs to the City along with hard copy Proposals. All attachments provided as part of this RFP package shall be provided in MS Excel format. All Forms Attachments provided as part of this RFP package shall be provided in MS Word format. All other materials submitted shall be provided in searchable Adobe PDF format.
5. Proposers shall submit one (1) electronic version of the Technical Proposal and one (1) electronic version of the Cost Proposal on separate CDs to the address in Table 09. All Worksheet Attachments provided as part of this RFP package shall be provided in MS Excel format. All Forms Attachments provided as part of this RFP package shall be provided in MS Word format. All other materials submitted shall be provided in searchable Adobe PDF format. Determination of meeting the submission deadline is independent of the City receiving the electronic version.
6. Mailed Proposals shall be clearly labeled on the outside of the packaging with the RFP Title and RFP Number.
7. The mailing addresses for Proposals is contained in the following table.

Table 09: Proposal Mailing Addresses

City Mailing Address
Attn: Robert Rodarte City of Santa Fe Building “H” 2651 Siringo Road Santa Fe, New Mexico, 87505



8. The following table contains the organization guidelines for Proposal responses.

Table 10: Technical Proposal Organization Guidelines

Proposal Tab No.	Technical Proposal Section	RFP Sec. No.
Tab 1	Transmittal Letter and Executive Summary	4.2
Tab 2	Project Approach and Software Solution	4.3
Tab 3	System and Application Architecture	4.4
Tab 4	Implementation Methodology	4.5
Tab 5	Company Background and History	4.6
Tab 6	Key Proposed Personnel and Team Organization	4.7
Tab 7	Project Roles and Responsibilities	4.8
Tab 8	Project Schedule	4.9
Tab 9	Functional and Technical Requirements/Capabilities Response	4.10
Tab 10	Data Conversion Plan	4.11
Tab 11	Software Hosting	4.12
Tab 12	Testing and Quality Assurance Plan	4.13
Tab 13	Training Plan	4.14
Tab 14	Ownership of Deliverables	4.15
Tab 15	Sub-Contracting	4.16
Tab 16	References	4.17
Tab 17	Site Visit References	4.18
Tab 18	Response to Narrative Questions	4.19
Tab 19	Exceptions to Terms and Conditions	4.20
Tab 20	Attachments: Required Forms	4.21
Separate Cover	Price Proposal	4.22

4.2 Transmittal Letter and Executive Summary

The first tab of the Proposal should contain the Transmittal Letter and Executive Summary. The Transmittal Letter shall be signed by an authorized representative of the company such as the owner, partner, or in the case of a corporation, the President, Vice President, Secretary, or other corporate officer(s).

The Transmittal Letter must provide the Proposer’s primary contact information, including the following:

1. Name of the Proposer representative
2. Title
3. Name of company
4. Address
5. Telephone number
6. E-mail address and
7. Signature of authorized officer of the firm

The Transmittal Letter shall be printed on the Proposer’s letterhead.



A signature on the Transmittal Letter hereby provides the City acknowledgement and acceptance of the “Conditions” and the execution of same during the discharge of any succeeding contract. It shall be clearly understood that by submitting a Proposal in response to this solicitation, a Proposer shall be deemed to have accepted all specifications, terms, and general conditions and requirements set forth in these specifications, terms, general conditions, and requirements unless otherwise clearly noted and explained in this RFP.

The Executive Summary should provide a brief summary of the Proposal contents, emphasizing any unique aspects or strengths of the Proposal. The Executive Summary may be incorporated as part of the Transmittal Letter.

4.3 Project Approach and Software Solution

The second tab of the Proposal should include a description of the proposed approach for providing the services described in Section 2.0, Project Scope. This section must also include a summary description of the capabilities for each functional area of the Functional and Technical Requirements/Capabilities contained in Attachment B in narrative format. The purpose of this summary is so that the City has a high-level understanding of the proposed solution. The narrative should be written for an audience of the end-user community. Descriptions should be included for any products proposed by third-parties to meet the capabilities described in the Functional and Technical Requirements/Capabilities in Attachment B.

Proposers shall clearly indicate the licensing model, (named, concurrent, site) and whether this model varies based on the deployment method (locally hosted, vendor hosted, subscription based).

Proposers should clearly identify any modules or functionality that is being proposed as complementary or is otherwise optional. Likewise, Proposers should clearly indicate which proposed modules will satisfy the requirements associated with the functional areas identified in this RFP by completing Appendix J Proposed Functional Areas. If a functional area listed is not being proposed, Proposers shall indicate so with “Not Proposed” and shall list any software solutions the Proposer has relationships or partnerships with and/or any software solutions the Proposer has successfully integrated with in the past.

Marketing materials should not be submitted on the proposed functionality.

4.4 System and Application Architecture

The third tab of the Proposal shall include a description of the proposed system and application architecture.

The Proposer shall include responses to the following questions, in addition to any other information that may be relevant and useful to the City.

- a. Describe the design philosophy of your application. Include in your response the degree to which there is a common design philosophy across all modules, common programming languages and tools, and the extent of shared software code across all applications (e.g., the code to generate an address label or perform system rounding should be the same code for that function in all components of the application).
- b. List all hardware/operating system/database platforms upon which the product is supported. Provide specifications in terms of processors, processor speed, memory requirements, and other sizing and capacity factors to assist the City in budgeting for and acquiring hardware. Indicate whether each configuration is in production at a City or County close in size to the City. List which industry standard benchmarks or guidelines measures are used to establish this recommendation.
- c. Describe what virtual server environments the proposed solution can be used on.
- d. Discuss how many environments are available with your proposed solution at no additional cost (i.e. test, training, production)?



- e. List all desktop operating systems that are simultaneously supported on a single installation/version of the application. Indicate hardware/operating system platform if that is a consideration for support.
- f. Describe how often major and minor software updates are provided, as well as the level of City resources required for a major update, and the level of resources required for a minor update.
- g. The underlying architecture of the application design is important to the City. Please describe your system architecture model and explain the capabilities and features of this model that led to your use of it in developing this system.
- h. Describe your approach to ensure scalability of the product. This includes transaction growth, upgrades and replacements of components of the architecture, technology, and application.
- i. List the special access capabilities for which you provide the customer the ability to augment your solution. These might include touch screen, imaging, voice response, computer integrated telephony, wireless, etc.
- j. What is the source language(s) of the product?
- k. Is the source code available and, if so, under what conditions/terms?
- l. What is ability to support industry standards in areas such as communication protocols, security, EDI, object technology, user interfaces, etc. Please comment on any area where you do not support industry standards.
- m. Describe your ability to retain all user made changes to business rules, standard screens and standard reports when new releases of base software are installed.
- n. List all browsers that are certified for use with the application, and describe any required browser add-ons, function enablement, etc.
- o. What technology does the Proposer's relational database management system (RDMS) use to ensure integrity and completion of all transactions? Two-phase commit is one such technology.
- p. Please describe the major/minor upgrade process that is required if the solution requires a client based installation.

4.5 Implementation Methodology

The fourth tab of the Proposal should include a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Proposer has developed this methodology to both incorporate lessons learned from past experiences as well as to meet the needs described in Section 2.0, Project Scope.

Proposers shall describe any assumptions made in Proposals in detail. These should include any assumptions related to the current City technical environment, staffing, project management approach, and City resources available during implementation and support phases.

If the Proposer is proposing a traditional City-hosted model, and a vendor-hosted and/or a subscription based solution, a detailed narrative description of how the implementation approach will vary between the deployment methods should be included.

Proposers should also include a sample Project Plan which details the implementation schedule and approach as part of the fourth tab.

As part of the implementation methodology and approach, Proposers shall describe additional services and associated costs that are offered for business process reengineering, change management, and analysis. This



should include general approaches to business process analysis and redesign, and specifically as it relates to the human resources, payroll, and time entry functions. The City anticipates that significant process redesign will be required as part of the configuration and implementation of software functionality to support related time entry and payroll processes.

This tab may also include samples of the following:

1. Software Customization Plan (Additional information provided in Section 2.8)
2. System Interface Plan (Additional information in Section 2.7)
3. Data Conversion Plan (Additional information in Section 2.6)
4. Testing and Quality Assurance Plan (Additional information in Section 2.9)
5. Pre- and Post-Implementation Support Plan (Additional information in Section 2.10)
6. Training Plan (Additional information in Section 2.6)
7. System Documentation (Additional information in Section 2.11)
8. Risk Register (Additional information in Section 2.12)
9. Organizational Change Management (Additional information in Section 2.6)

4.6 Company Background and History

The fifth tab of the Proposal should include a comprehensive narrative history of the firm, including the development of its experience in providing services similar to those described in Section 2.0, Project Scope. A completed response to Attachment I Company Background and History Form should be completed and included in the response in the fifth tab of the Proposal.

If a partnership with third-party companies is a part of a Proposal, the company background and history form included as Attachment I shall be provided for all third-party companies. It is expected that all of the points shall be addressed for each company involved in a Proposal, prime or third-party.

4.7 Key Proposed Personnel and Team Organization

The sixth tab of the Proposal should include the resumes of the proposed Project personnel as well as the structure of the proposed Selected Vendor Project Team. The resumes and structures shall be provided for the implementation team as well as the personnel involved in live operation and ongoing support and maintenance.

Resumes shall be specific to the actual personnel to be assigned to this Project for all primary roles. Resumes shall include the following information:

1. Name and title
2. Role on the project
3. Description of project roles and responsibilities
4. Home office location
5. Listing of past projects where resource implemented the proposed product
6. Listing of past projects where resource implemented other software products
7. Educational background
8. Professional registrations and memberships
9. Professional references, and
10. Additional relevant information

The City is interested in personnel that hold certifications from the Project Management Institute. Resumes should include any PMP or CAPM certifications held.

The City reserves the right to require background checks be conducted on any individual conducting work as either an employee of the Vendor, or on the Vendor's behalf.

4.8 Project Roles and Responsibilities



The seventh tab of the Proposal should include the proposed resource levels for the City Implementation Project Team and Selected Vendor Project Teams. The tab shall include the completed Resource Hours Worksheet contained in Attachment D.

Proposers shall provide resource hour estimates by system module for each of the project activities contained in the two worksheets. A worksheet is provided for the City Implementation Project Team and a second worksheet is provided for the Selected Vendor Project Team. Resource hour estimates provided should be based on the descriptions in Section 2.0, Project Scope. Any assumptions related to the number of City Implementation Project Team staff used in the development of the resource hour estimates should be included.

4.9 Project Schedule

The City has determined that implementation will take a phased approach (as opposed to a “big-bang” cutover). As part of the eighth tab of the proposal, vendors shall include a proposed project schedule, including their recommended phased implementation plan and a description of the anticipated implementation timelines and assumptions. The proposed Project schedule should also include major milestones, activities, and timing of deliverables. The Project schedule shall be in a Gantt chart format developed in Microsoft Project. The response should factor in the City’s phasing and timelines as presented in Table 04 of this RFP.

4.10 Functional and Technical Requirements/Capabilities Response

The ninth tab of the Proposal should include the proposed capability to provide the City’s requirements as defined in Attachment B, Functional and Technical Requirements/Capabilities. This tab shall include the completed requirements worksheet in Attachment B.

When providing responses to the requirements in Attachment B, Proposers shall use the response indicators contained in the following table.

Table 11: Requirements Response Indicators

Indicator	Definition
S	Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from vendors in accordance with agreed upon configuration planning with the City.
F	Feature/Function will be available in a future software release available to the City by January 1, 2017 at which point it will be implemented in accordance with agreed upon configuration planning with the City.
C	Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in Attachment C – Cost Worksheet.
T	Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system. This system should be specified.
N	Feature/Function cannot be provided.

If a response indicator of “F” is provided for a requirement that will be met in a future software release, the Proposer shall indicate the planned release version as well as the time the release will be generally available. If a response indicator of “C” is provided for a requirement that will be met through a custom modification, the Proposer shall indicate the cost of such a modification. If a response indicator of “T” is provided for a requirement that will be met by integration with a third-party system, the Proposer shall identify this third-party system and include a cost Proposal to secure this system.



4.11 Data Conversion Plan

The tenth tab of the Proposal should include the proposed Data Conversion Plan that will ensure the City's desired data is transferred to the new system. The Plan shall include estimated work levels as well as roles and responsibilities related to data conversion, for both the City and the Selected Vendor, organized by module.

4.12 Software Hosting

The eleventh tab of the Proposal shall include a full description of the Proposer's technical and operational capabilities for software hosting. The City has a preference toward a vendor hosted model, yet is willing to consider proposals for both City and vendor hosted deployment models as well as subscription based models.

The Proposer shall include the following information in addition to this description:

1. Where are the data center and storage facilities?
2. Total number of active clients currently served by hosted solutions provided by your company.
3. How many years has your company provided hosted solutions?
4. How are hosted software applications deployed for use by numerous customers?
5. What availability and response time do you guarantee?
6. How many instances of unplanned outages have any of your customers experienced within the past five (5) years?
7. What is your process for notification of standard maintenance and down-time?
8. Please describe the industry data center standards, e.g. ISO 27001, that your company complies with and your compliance history and performance over the past 5 years.

The Proposer shall provide relevant documentation related to any recent certifications related to their hosting technical and operation capabilities.

4.13 Testing and Quality Assurance Plan

The twelfth tab of the Proposal should include the proposed Testing and Quality Assurance Plan. This Plan should be based on the Proposer's standard approach for achieving quality assurance.

4.14 Training Plan

The thirteenth tab of the Proposal should include the proposed Training Plan and approach. This tab should include any optional training offerings (e.g. train the trainer, training all end-users, system administrator training) and clearly indicate which training model has been proposed. The tab should also include responses to the following questions:

1. What provision does the Offeror have for providing primary training for the proposed system? Training shall be adequate to the needs of the typical systems user and administrator.
2. What provision does the Offeror make for training the typical system user training to address those issues that will be encountered during day-to-day use? Be sure to include training on all system functionality—including screen and report use—and ad hoc report creation and use.
3. What provision does the Offeror make for Administrator training to address those issues involved with the administration of the system? Should it be a separate training session?



4. What provision does the Offeror make to provide technical training to City IT staff, as necessary? Please address how the Offeror will address training on the responsibilities related to system operation and management, security, problem identification, and problem resolution.
5. Describe what training facility configuration and equipment requirements are sufficient to deliver the training being proposed.
6. Does the Offeror have the ability to provide web-based training? Please provide details related to web-based training offerings.
7. What provision will the Offeror make for having a system environment available for training exercises, and when? What data (live, sample, etc.) will be used for training City staff on the use of the system?

4.15 Ownership of Deliverables

As part of the fourteenth tab, Proposals should identify the ownership of each project deliverable. Ownership should be identified using the roles described in the following table. The resource hours provided as part of Tab 7 should be appropriate based on the roles identified for each Project deliverable.

Table 12: Deliverables Ownership Roles

Role	Summary
Lead	The party ultimately responsible for the development of the deliverable.
Assist	The party provides active assistance in development of the deliverable.
Participate	The party provides passive assistance in the development of the deliverable.
Owns	The party is solely responsible for the development of the deliverable.
Share	Both parties share equal responsibility for the development of the deliverable.
None	The party has no role in the development of the deliverable.

A sample format of how the ownership of Project deliverables should be included in the Proposer’s Proposal is included in Attachment E, Ownership of Deliverables.

4.16 Sub-Contracting

The fifteenth tab of the Proposal should identify any of the required services that are proposed to be sub-contracted, if any. For each of these services the following should be provided:

1. Summary of service
2. Reasons for sub-contracting
3. Proposed sub-contractor
4. Detailed sub-contractor responsibilities
5. Sub-contractor name
6. Sub-contractor location
7. Sub-contractor experience
8. Previous use of sub-contractor and
9. Any additional relevant information



4.17 References

The sixteenth tab of the Proposal should identify the Proposer's references for the Project. Proposers shall provide at least five (5) City/municipal government clients with whom the Proposer has worked during the past three (3) years that are of similar size and complexity to the City. The City requests that three (3) references shall be from City/municipal governments that have been live with the current software version for a minimum of two (2) years, and two (2) references that have been live with the current software version for less than one (1) year.

In the event the Proposer cannot provide the required five references, Proposer may substitute other organizations to ensure five (5) total references are provided. Proposers shall indicate how these substitute references deviate from the requested characteristics.

If possible, the City prefers references that utilized the same Project manager as will be recommended for this Project, and the same scope of functional areas. This section of the RFP response should also include an affirmative statement that the Proposer grants its consent for the City to contact the Proposer's references for purposes of evaluating the Proposer for this Project and acknowledges that any information obtained from the Proposer's references will not be disclosed to the Proposer.

This tab should also include the name and contact information of three (3) former clients that have elected to leave the Proposer. The Proposer should describe why the client left, and what steps the Proposer has taken to correct the issues that resulted in the client's departure.

Proposers shall complete a Vendor Reference Form for each of the references as contained in Attachment A.

4.18 Site Visit References

The seventeenth tab of the Proposal should include the contact information for three (3) similarly-sized City/municipal governments with which the City may conduct site visits.

Proposers shall complete a Vendor Reference Form for each of the references as contained in Attachment A.

4.19 Response to Narrative Questions

The eighteenth tab of the Proposal should include the Proposer's response to the following narrative questions. Responses to narrative questions will be evaluated within the appropriate evaluation criteria.

1. Based on information provided in this RFP and experience in working with other localities, what is the Proposer's perspective on the most significant risks to this Project and how do you plan to mitigate these risks?
2. What is your process for monitoring, escalating, and resolving issues that will arise during the Project?
3. Provide a clear description of Project management responsibilities between the City and the Selected Vendor.
4. Based on current client obligations, what is the earliest you can begin implementation after contract signing, and what activities would the Proposer expect to occur within the first 60 days of contract signing?
5. What other system modules or products would the Proposer recommend to be complementary to the Project Scope as described in Section 2.0?
6. What strategic decisions or direction is your firm taking or making related to the product being proposed today?
7. What is the name and current release number of the product(s) being proposed?
8. When will the next release be available (both major and minor releases)?
9. How often are releases provided, and what is the process to test each release? Would the City be able to test releases in a test environment prior to pushing updates to a live environment? Does the system have the ability to roll back updates should challenges or bugs be encountered?
10. How long does the typical implementation of the product being proposed take for an organization of similar size to the City?



11. Does your firm complete the implementations of the product being proposed or is this effort outsourced?
12. What other applications will the product being proposed integrate with or have integrated with in the past?
13. What sets your firm's product being proposed apart from your firm's competitors?
14. What is your approach for integrating with financial systems? The City is currently evaluating replacement financial systems and is considering integration options, including but not limited to performing community development related cashiering functions in the future financial system.

4.20 Exceptions to RFP Requirements and Conditions and Terms and Conditions

The nineteenth tab of the Proposal should include any exception the Proposer takes to either the requirements and conditions of this RFP or the terms and conditions in the City of Santa Fe Information Technology Agreement (Attachment M). The Proposer will describe exceptions and identify their impact to the City, including, but not limited to, workarounds, reductions in performance, capacity, flexibility, accuracy, and ultimately cost and value. The Proposer should identify the areas where they feel the requested service or product is not available, deviates from the specific requests, or is deemed to be an unwise or unwarranted approach. The City reserves the right to disallow exceptions it finds are not in the best interests of the City. Any and all exceptions must be identified and fully explained in the submitted Proposal. It is the City's intention to be made aware of any exceptions to terms or conditions prior to contract negotiations.

4.20 Attachments: Required Forms

The twentieth tab of the Proposal should include the following Forms and Attachments:

See MS Word document "City of Santa Fe CD RFP - Forms.docx"

1. Attachment A – Vendor Reference Form
2. Attachment E – Ownership of Deliverables
3. Attachment F – Receipt of Addenda Form
4. Attachment G – Statement of Non-Collusion Form
5. Attachment H – Responsibility of Data Conversion Activities
6. Attachment I – Company Background and History Form
7. Attachment J – Proposed Software Modules Form
8. Attachment K – Local Preference Certification Form

See MS Excel spreadsheet "City of Santa Fe CD RFP - Requirements Worksheet.xlsx" and "City of Santa Fe CD RFP – Cost and Resource Hours Worksheets.xlsx"

1. Attachment B – Functional and Technical Requirements/Capabilities
2. Attachment C – Cost Worksheets
3. Attachment D – Resource Hours Worksheets

The above eight forms should be provided in MS Word and the three worksheets should be provided in MS Excel as well.

4.21 Price Proposal

The Contractor's compensation for all systems and services set forth in this Scope of Work, including changes and modifications to the system over time is to be included in the per-Citation fee in the Cost Proposal.

The Proposer's Price Proposal should be provided under separate cover from all tabs of the Proposer's Technical Proposal. The Price Proposal shall consist of:

1. The completed Cost Proposal Worksheet as contained in Attachment C. Proposers shall not modify the worksheets in any way.
2. Proposals shall provide a detailed breakdown of the per-citation cost in a format as suggested below



which will at a minimum provide a list of all project required components, home office expenses, profit, etc. including but not limited to hardware, software and all accessories which are functional requirements of the CARRS proposal.

- a. Cost per Hand Held Unit
- b. Cost of computers, printers, screens, etc.
- c. Cost of personnel servicing the CARRS Program
- d. Profit Margin
- e. Contingency Amount
- f. Cost of Warranties
- g. Cost per Payment Station
- h. Cost of citation paper roll
- i. Cost of postage per item mailed
- j. Etc.

Proposers must submit in the Cost Proposal, as part of their response, the proposed Special Collection Fee, which shall be subject to negotiation in the Contractor selection process.



5.0 Special Conditions

5.1 Procurement Type

The resulting contract from this RFP shall be a not-to-exceed based contract. The initial contract price will be based on prices submitted by the Selected Vendor, subject to contract negotiations with the City, and remain firm for the initial term of the contract. Price adjustments may be negotiated at the request of either party in the extension periods with mutual agreement of the parties. The City must be notified in a timely manner of all proposed price increases. Refer to Article 3(B) of Attachment M for payment terms and conditions.

5.2 Variation in Scope of Work

No increase in the scope of work of services or equipment after award will be accepted, unless means were provided for within the contract documents. Decreases in the scope of work of services or equipment can be made upon request by the city or if such variation has been caused by documented conditions beyond the Offeror's control, and then only to the extent, as specified elsewhere in the contract documents.

5.3 Contract Approval

This RFP does not, by itself, obligate the City to award a contract. The City's obligation will commence following the City Council's approval of a contract. Upon written notice to the vendor, the City may set a different starting date for the contract. The City will not be responsible for any work done by the vendor, even work done in good faith, if it occurs prior to the contract start date set by the City.

5.4 Cancellation of Request for Proposal

The City reserves the right to cancel all or any part of this order, in this case the Request for Proposals, without cost to the City if the Offeror fails to meet the provisions for this order, and except as otherwise provided herein, to hold the Offeror liable for any excess cost occasioned by the city due to the Offeror's default. The Offeror shall not be liable for any excess cost if failure to perform the order arises out of causes beyond the control and with the fault or negligence of the Offeror and these causes have been made known to the City of Santa Fe in written form within five working days of the Offeror becoming aware of a cause which may create any delay; such causes include, but are not limited to, acts of God or the public enemy, acts of the State or of the Federal Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather and defaults of sub-contractors due to any of the above unless the city shall determine that the suppliers or services to be furnished by the sub-contractor are obtainable from other sources in sufficient time to permit the Offeror to meet the required delivery schedule. The rights and remedies of the city are not limited to those provided for in this paragraph and are in addition to any other rights provided for by law.

5.5 Pricing Structures

The City understands that there will be potentially three types of costs that are associated with procuring a new system: software licensing, implementation services and annual maintenance costs. In the following sub-sections, each type of cost is defined and the City's expectations for payments and retainage associated with these costs are described.

1. Software Licensing Cost

Software license costs include all costs related to licensing the software application and include third-party software license fees, where applicable. In presenting software license fees, the proposer shall:

- Explain all factors that could affect licensing fees;
- Make clear what type of license is offered for each price (named user, concurrent user, installed copies, processor-based, etc.);
- Indicate which product versions, operating platform(s), are included for each price;



- Indicate whether a product is for “server” or “client,” as applicable; and,
- Make clear the extent of any implementation services that are included in the license fees (installation, configuration, training, etc.).

To the extent possible, the proposer shall show any applicable discounts separately from the prices for products and services. The City requests that the proposer provide separate prices for each functional area/module in the proposed solution.

The City expects a milestone-based payment schedule for software licensing. Potential milestones including Project Kickoff, Initial System Implementation, System Configuration, Approval of Go-Live, and Acceptance of System.

Vendors shall describe their typical milestone-based payment schedule for software licensing as part of their Cost Proposal.

2. Implementation Services Cost

Implementation service costs include all costs related to implementation, configuration, data conversion, customization, and training. Typically, implementation service costs are provided as “not to exceed” estimates and the City will be charged for services as incurred.

Costs for the proposed solution should be submitted on the Cost Worksheet (Attachment C). It is important to note the following:

- The City will not consider time and materials pricing. Proposers shall provide not to exceed base pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other;
- The proposer shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications;
- In the event the product or service is provided at no additional cost, the item should be noted as “no charge;”
- In the event the product or service is not being included in the proposal, the item should be noted as “No Bid;” and,
- Proposer shall make clear the basis of calculation for all fees.

3. Annual Maintenance Cost

Annual maintenance costs include the annual maintenance and support fees for the application environment. For example, the annual maintenance fees associated with a module (i.e. code enforcement) will be paid upon City acceptance of the project phase associated with the module. The City will not pay maintenance fees on functional areas until City sign-off has been provided to approve live operation for one year after go live. The City expects software maintenance costs will not increase in the first five years upon live operation.

5.6 Invoicing

The Offeror's invoice shall be submitted in duplicate and shall contain the following information: invoice number and date, description of the supplies or services, quantities, unit prices and extended totals. Separate invoices shall be submitted for each and every complete order.

Invoices must be submitted to City of Santa Fe, ITT Department, P.O. Box 909, Santa Fe, New Mexico, 87504 and NOT THE CITY PURCHASING AGENT.

5.7 Taxes and Taxpayer Information



The awarded vendor must provide a valid W-9 form within five (5) days of notification of award. The price shall include all taxes applicable. The city is exempt from gross receipts tax on tangible personal property. A tax exempt certificate will be issued upon written request.

5.8 Federal Requirements

The vendor must comply with all known federal requirements that apply to the proposal, the evaluation, and the contract.

5.9 Confidential Information

Any written, printed, graphic, or electronic or magnetically recorded information furnished by the City for the proposer’s use are the sole property of the City. This proprietary information includes, but is not limited to, customer requirements, customer lists, marketing information, and information concerning City employees, products, services, prices, operations, security measures, and subsidiaries.

The proposer and its employees shall keep this confidential information in the strictest confidence, and will not disclose it by any means to any person except with City approval, and only to the extent necessary to perform the work under the agreement. This prohibition also applies to the proposer’s employees, agents, and subcontractors. On termination of the agreement, the proposer will promptly return any confidential information in its possession to the City.

5.10 City Property

The use of any and all City property must be approved in advance.

5.11 Warranty

A warranty is sought for both the software and implementation services. It is assumed that proposers have priced their services to recognize these warranty provisions. The extent of the warranty coverage will be evaluated as part of the overall procurement process. Refer to Article 11 of Attachment M for warranty terms and conditions.

5.12 Insurance Requirements

Proposer shall, at Proposer’s expense, secure and maintain in effect throughout the duration of the contract, insurance of the following kinds and limits set forth in this Section 5. The Proposer shall furnish a certificate of insurance to the City before starting work or within ten (10) days after the notice of award of the contract, which ever date is reached first. All insurance policies, except professional liability insurance, shall be written with insurance companies licensed to do business in the State of New Mexico and having a rating of at least A-VII, according to the latest edition of the Best’s Key Rating Guide; and shall include a provision preventing cancellation of the insurance policy unless fifteen (15) days prior written notice is given to the City. The following provision shall also be stated on each applicable certificate of insurance: “Should any of the above described policies be canceled before the expiration date, the issuing company shall mail fifteen (15) days’ written notice to the certificate holder named to the left.” Proposer shall require any of its subcontractors to secure and maintain insurance as set forth in this Section and indemnify, hold harmless and defend the City, its officers, employees, attorneys and volunteers as set forth in this Agreement.

The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law:

A. Commercial General Liability:

i. Coverage to include, Broad Form Property Damage, Contractual and Personal Injury.

ii. Limits:

a. General Aggregate	\$2,000,000.00
b. Each Occurrence	\$1,000,000.00



c. Personal Injury \$1,000,000.00

iii. Coverage for all claims arising out of the Proposer's operations or premises, anyone directly or indirectly employed by the Proposer.

B. Professional Liability:

i. Per Claim/Aggregate \$2,000,000.00

ii. Coverage for all claims arising out of the Proposer's operations or premises, anyone directly or indirectly employed by the Proposer, and the Proposer's obligations under the indemnification provisions of this Agreement to the extent same are covered.

C. Workers' Compensation:

i. Workers' compensation insurance shall be in accordance with the provisions of the laws of the State of New Mexico, including occupational disease provisions, for all employees who perform work pursuant to the contract, and in case work is subcontracted, the Proposer shall require each subcontractor similarly to provide Workers' Compensation Insurance. In case employees engaged in hazardous work under this Agreement are not protected under said worker's compensation insurance, the Proposer shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.

D. Comprehensive Automobile Liability:

i. Coverage to include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.

ii. Limits:

a. Combined Single Limit \$1,000,000.00

E. Umbrella:

i. Limits:

a. Each Occurrence/Aggregate \$2,000,000.00

F. The City, its officers, employees and agents shall be named as an additional insured on all insurance policies identified herein except Workers' Compensation and Professional Liability. The Proposer shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the City, its officers, agents, and employees.

Proposer understands and agrees that, except as to Professional Liability, any insurance protection required by the contract or otherwise provided by the Proposer, shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the City, its officers, employees agents as herein provided.

5.13 Pending and Recent Litigation

Proposers must disclose any pending or recent litigation they are involved in as a company. Recent is defined as the past three years. Information provided should include the timeline of the litigation history, the subject of the litigation, and the current status of the litigation. Proposals must also disclose any pending litigation of any third-party partners in the proposal.

5.14 Proposer's Certification

By signature on the proposal, the proposer certifies that it complies with:

1. The laws of the State of New Mexico and is licensed to conduct business in the State of New Mexico;
2. All applicable local, state and federal laws, codes and regulations;
3. All terms, conditions, and requirements set forth in this RFP;
4. A condition that the proposal submitted was independently arrived at, without collusion; and,



5. A condition that the offer will remain open and valid for the period indicated in this solicitation; and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest.

If any proposer fails to comply with the provisions stated in this paragraph, the City reserves the right to reject the proposal, terminate the contract, or consider the proposer in default.

5.15 Offer Held Firm

Proposals must remain open and valid for at least 180 days from the deadline specified for submission of proposals. In the event award is not made within 180 days, the City will send a written request to all proposers deemed susceptible for award asking proposers to hold their price firm for a longer specified period of time.

5.16 Amendment/Withdrawal of Proposals

Proposers may amend or withdraw proposals prior to the deadline set for receipt of proposals. No amendments will be accepted after the deadline unless they are in response to a request of the City. After the deadline, proposers may make a written request to withdraw proposals and provide evidence that a substantial mistake has been made. The City may permit withdrawal of the proposal upon verifying that a substantial mistake has been made, and the City may retain the proposer's bid bond or other bid type of bid security, if one was required.

5.17 Alternate Proposals

Proposers may submit alternate proposals for evaluation.

5.18 Subcontractor Information

Subcontractors may be used to perform work under this contract. If the proposer intends to use subcontractors, the proposer must identify in the proposal the names of the subcontractors and the portions of the work the subcontractors will perform.

If a proposal with subcontractors is selected, the proposer must provide the following information concerning each prospective subcontractor within five working days from the date of the City's request:

1. Complete name of the subcontractor
2. Complete address of the subcontractor
3. Type of work the subcontractor will be performing
4. Percentage of work the subcontractor will be providing
5. Evidence, as set out in the relevant section of this RFP, that the subcontractor is registered and, if applicable, holds a valid State of New Mexico business license
6. A written statement, signed by each proposed subcontractor, that clearly verifies that the subcontractor is committed to render the services required by the contract and
7. A copy of the prime-contractor/sub-contractor contract verifying the prime-contractor has the sole responsibility for any and all services under this RFP and is financially liable, without exception, to the City for all services contracted by the proposer under this RFP

The proposer's failure to provide this information, within the time set, may cause the City to consider its proposal nonresponsive and reject it. The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the City's Project Manager or contract administrator designated by the City.

5.19 Clarification of Proposals

In order to determine if a proposal is reasonably susceptible for award, communications by the Point of Contact identified in Table 02 or the proposal Evaluation Committee are permitted with any proposer to clarify uncertainties or eliminate confusion concerning the contents of a proposal and determine responsiveness to the



RFP requirements. Clarifications may not result in a material or substantive change to the proposal. The initial evaluation may be adjusted because of a clarification under this section.

5.20 Rights to Submitted Material

It shall be understood that all proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts and proposal or referencing information submitted in response to this RFP, shall become the property of the City, and will not be returned. The City will use discretion with regard to disclosure of proprietary information contained in any response, but cannot guarantee information will not be made public. As a government entity, the City is subject to making records available for disclosure.

5.21 Contract Negotiation

After final evaluation, the City may negotiate with the offerors of the highest-ranked proposal. Negotiations, if held, will be within the scope of the RFP and limited to those items that would not have an effect on the ranking of proposals. If any proposer fails to negotiate in good faith, the City may terminate negotiations and negotiate with the offeror of the next highest-ranked proposal.

If contract negotiations are commenced, the City anticipates conducting negotiations remotely through electronic communications and teleconferences, beginning on a date and time to be determined.

If contract negotiations are held in person, they will be held at the City of Santa Fe offices, and the offeror will be responsible for all costs including its travel and per diem expenses.

5.22 Failure to Negotiate

If the selected proposer:

1. Fails to provide the information required to begin negotiations in a timely manner;
2. Fails to negotiate in good faith;
3. Indicates it cannot perform the contract within the budgeted funds available for the project; or,
4. If the proposer and the City, after a good-faith effort, cannot come to terms; then

The City may terminate negotiations with the proposer initially selected and commence negotiations with the next highest-ranked proposer. At any point in the negotiation process, the City may, at its sole discretion, terminate negotiations with any or all proposers.

5.23 Non-Discrimination

By signing this City of Santa Fe bid or proposal, the vendor agrees to comply with the Presidents Executive Order No. 11246 as amended.

5.24 Non-Collusion Statement

Proposers shall complete and sign the non-collusion statement and include it with their proposal. In signing this bid or proposal, the Offeror certifies they have not, either directly or indirectly, entered into action in restraint of full competition in connection with this bid or proposal submittal to the City of Santa Fe.

5.25 Standards of Conduct

The City of Santa Fe conducts business with the public, business partners, vendors and contractors under a set of rules to ensure that all City officials and employees discharge their duties in a manner designed to promote public trust and confidence in our City.

5.26 Public Information



It shall be understood that all Proposals, responses, inquiries or correspondence relating to or in reference to this RFP, and all reports, charts and Proposal or referencing information submitted in response to this RFP shall become the property of the City, and will not be returned. The City will use discretion with regard to disclosure of proprietary information contained in any response, but cannot guarantee information will not be made public. As a governmental entity, the City is subject to making records available for disclosure pursuant to applicable public record disclosure laws, and Proposers, including the Proposer ultimately awarded the contract, shall cooperate in complying with such public disclosure laws at no additional cost to the City.

5.27 Resident, Local, or Veterans Preference

- a. Intent and Policy: The City recognizes that the intent of the state resident preference statute is to give New Mexico businesses and contractors an advantage over those businesses, policy is to give a preference to those persons and companies who contribute to the economy of the State of New Mexico by maintaining businesses and other facilities within the state and giving employment to residents of the state (1969 OP. Att'y Gen. No. 69-42). The City also has adopted a policy to include a local preference to those persons and companies who contribute to the economy of the County of Santa Fe by maintaining businesses and other facilities within the county and giving employment to residents of the county.

With acknowledgment of this intent and policy, the preference will only be applied when bids are received from in-state and county businesses, manufacturers and contractors that are within 5% of low bids received from out-of-state businesses, manufacturers and contractors (13-1-21 (A) -1-21 (F) and 13-4-2 (C) NMSA 1978).

To be considered a resident for application of the preference, the in-state bidder must have included a valid state purchasing certification number with the submitted bid.

Thus it is recommended that in-state bidders obtain a state purchasing certification number and use it on all bids, in order to have the preference applied to their advantage, in the event an out-of-state bid is submitted. In submitting a bid, it should never be assumed that an out-of-state bid will not be submitted.

For information on obtaining a state purchasing certification number, the potential bidder should contact the State of New Mexico Taxation and Revenue Department.

All resident preferences shall be verified through the State Purchasing Office. Applications for resident preference not confirmed by the state Purchasing Office will be rejected. The certification must be under the bidder's business name submitting the bid.

- b. Non-Application-Competing In-State Bidders: If the lowest responsive bid and the next responsive bids within 5% of the lowest bid, are all from the state of New Mexico, then the resident preference will not be applied and the state purchasing certification number will not be considered. To be considered an in-state bidder in this situation, the bidders must meet the definition criteria of Chapter 13-1-21 (A)(1) and Chapter 13-4-2 (A) NMSA 1978. After examining the information included in the bid submitted, the City Purchasing Director may seek additional information of proof to verify that the business is a valid New Mexico business. If it is determined by the City Purchasing Director that the information is not factual and the low responsive bid is actually an out-of-state bidder and not a New Mexico business, then the procedures in the previous section may be applied.

If the bidder has met the above criteria, the low responsive "resident" bid shall be multiplied by .95. If that amount is then lower than the low responsive bid of a "non-resident" bidder, the award will be based taking into consideration the resident preference of 5%.



- c. Application for Local Preference: For the purposes of this section, the terms resident business and resident manufacturer shall be defined as set out in Section 13-1-21 NMSA 1978; the term local as applied to a business or manufacturer shall mean:
- i. Principal Office and location must be stated: To qualify for the local preference, the principal place of business of the enterprise must be physically located within the Santa Fe County Geographic Boundaries. The business location inserted on the Form must be a physical location, street address or such. DO NOT use a post office box or other postal address. Principal place of business must have been established no less than six months preceding application for certification.
 - ii. The PREFERENCE FACTOR for resident and local preferences applied to bids shall be .95 for resident and .90 for local. The preference for proposals shall be 1.10 for local.
 - iii. New Mexico Resident Veteran Business Preference: New Mexico law, Section 13-1-22 NMSA 1978, provides a preference in the award of a contract for a “resident veteran business”. Certification by the NM Department of Taxation and Revenue for the resident veteran business requires the Offeror to provide evidence of annual revenue and other evidence of veteran status.
 - iv. An Offeror who wants the veteran business preference to be applied to its proposal is required to submit with its proposal the certification from the NM Department of Taxation and Revenue and the sworn affidavit attached hereto as Attachment K – Local Preference Certification Forms.
 - v. If an Offeror submits with its proposal a copy of a valid and current veteran resident business certificate, 7%, 8%, or 10% of the total weight of all the evaluation factors used in the evaluation of proposal may be awarded.
 - vi. The local preference or resident business preference is not cumulative with the resident veteran business preference.
- d. Proposals for Goods and Services. When proposals for the purchase of goods or services pursuant to Section 23 of the City Procurement Manual are received, the evaluation score of the proposal receiving the highest score of all proposals from those proponents in the first category listed above shall be multiplied by the Preference Factor. If the resulting score of that proposal receiving the preference is higher than or equal to the highest score of all proposals received, the contract shall be recommended to that proponent receiving the preference. If no proposal are received from proponents in the first category, or if the proposal receiving the preference does not qualify for an award after multiplication by the Preference Factor, the same procedure shall be followed with respect to the next category of proposals listed to determine if a proponent qualifies for award.
- e. Qualifications for Local Preference. The Central Purchasing Office shall have available a form to be completed by all bidders/proponents who desire to apply for the local preference as a local business. The completed form with the information certified by the offeror must be submitted by the bidders/proponents with their bid or proposal to qualify for this preference.
- f. Limitation. No offeror shall receive more than a 10% for local preference pursuant to this section on any one offer submitted. A bidder may not claim cumulative preferences.
- g. Application. This section shall not apply to any purchase of goods or services when the expenditure of federal and/or state funds designated for a specific purchase is involved and the award requirements of the funding prohibit resident and/or local preference(s). This shall be determined in writing by the department with the grant requirements attached to the Purchasing Office before the bid or request for proposals is issued.
- h. Exception. The City Council at their discretion can approve waiving the Local Preference requirements for specific projects or on a case by case basis if it is the City’s best interest to do so.



5.28 Compliance with City's Minimum Wage Rate Ordinance (Living Wage Ordinance)

A copy of the City of Santa Fe Ordinance No. 2003-8, passed by the Santa Fe City Council on February 26, 2003 is attached to this RFP as Attachment L. The proponent or bidder will be required to submit the proposal or bid such that it complies with the ordinance to the extent applicable. The recommended Contractor will be required to comply with the ordinance to the extent applicable, as well as any subsequent changes to the Ordinance throughout the term of this Contract.

5.29 Protests and Resolutions Procedures

Any proposer, offeror, or contractor who is aggrieved in connection with a procurement may protest to the Purchasing Officer. The protest must be in writing and submitted within fifteen (15) days and requirements regarding protest and resolution of protests are available from the Purchasing Office upon request.

5.30 Assignment

Neither the order, nor any interest therein, nor claim under, shall be assigned or transferred by the Offeror, except as expressly authorized in writing by the City Purchasing Officer's Office. No such consent shall relieve the Offeror from its obligations and liabilities under this order.

5.31 System Transition Upon Contract Termination or Expiration

The Contractor agrees that PVB will own all data collected and maintained by the system upon termination or expiration of the Contract, and following termination or expiration of the Agreement.

Contract shall provide to PVB all data in a readable electronic form determined by agreement of both parties at no cost to the City and within 30 days of request. The Contractor also shall agree to assist the City transition to another Contractor for the same or similar services. Transition costs will be negotiated at the time of termination or expiration of the Agreement.



Forms and Attachments

See MS Word document *“City of Santa Fe CD RFP – Forms and Attachments.docx”*

Attachment A – Vendor Reference Form

Attachment E – Ownership of Deliverables Form

Attachment F – Receipts of Addenda Form

Attachment G – Statement of Non-Collusion Form

Attachment H – Responsibility of Data Conversion Activities

Attachment I – Company Background and History Form

Attachment J – Proposed Software Modules Form

Attachment K – Local Preference Certification Forms

Attachment L - City of Santa Fe Ordinance No. 2003-8

Attachment M - City of Santa Fe Information Technology Agreement



Worksheets

See MS Excel spreadsheet “City of Santa Fe CD RFP - Requirements Worksheet.xlsx” and “City of Santa Fe CD RFP – Cost and Resource Hours Worksheets.xlsx”

Attachment B – Functional and Technical Requirements/Capabilities

Attachment C – Cost Worksheets

Attachment D – Resource Hours Worksheets

Table of Contents		
Tab No.	Functional Area	Number of Requirements
1	General and Technical	33
2	Electronic Citation Issuance and Reporting System (ECIRS)	19
3	Enforcement Management System (EMS)	9
4	Parking Citation Processing System (PCPS)	47
5	Special Collections System (SPS)	16
6	Marketing and Revenue Generation Program	1
7	Noticing and Correspondence	9
8	System Enhancements	5
9	Interfaces	2
10	Data Conversions	1
	Total Functional Requirements:	142

When providing responses to the requirements in Attachment B, proposers shall use the response indicators contained in the table below.

Requirements / Capabilities Response Indicators	
Indicator	Definition
S	Feature/Function is included in the current software release and will be implemented by the planned phase go-live date as part of the proposal from vendors in accordance with agreed upon configuration planning with the City.
F	Feature/Function will be available in a future software release available to the City by January 1, 2017 at which point it will be implemented in accordance with agreed upon configuration planning with the City.
C	Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with custom modifications. All related customization costs should be indicated in Attachment C – Cost Worksheet.
T	Feature/Function is not included in the current software release, and is not planned to be a part of a future software release. However, this feature could be provided with integration with a third-party system. This system should be specified.
N	Feature/Function cannot be provided.

Subscription Based Cost Worksheet

Cost Worksheet Instructions: Provide a cost response for each cost area, based upon system modules for a subscription as a service based application. The pricing should be based on the detailed functionality that the City requires for each functional area. When a single price may be provided for a group of modules, please provide that cost with a notation. All additional costs should be captured in the respective areas.

Cost Area (Tab No. from Attachment B - Functional and Technical Requirements)	#2 Electronic Citation Issuance and Reporting System	#3 Enforcement Management System	#4 Parking Citation Processing System	#5 Special Collections System	#6 Marketing and Revenue Generation Program	# 7 Noticing and Correspondence	Total
One-Time Costs:							
Software License Costs							0
Software Customization Costs							0
Interfaces/Integration Costs - Items marked CRITICAL							0
Interfaces/Integration Costs - Items marked DESIRED							0
Data Conversion Cost to Meet Data Retention Policies on Attachment B Tab 21 ("CRITICAL")							0
Data Conversion Cost to Covert All Data on Attachment B Tab 21 ("DESIRED")							0
Professional Service Costs (not including integration and interfaces)							0
Training Costs							0
Expenses (miscellaneous)							0
Total One-Time Costs	0	0	0	0			0
Recurring Maintenance Costs:							
Annual Maintenance							0
Custom Modification Maintenance (if applicable)							0
Additional Maintenance Fees							0
Total Recurring Maintenance Costs	0	0	0	0			0
Five-Year Lump-Sum Maintenance Cost							0
Maintenance Schedule:							
	Year 1	Year 2	Year 3	Year 4			
Rate of Increase over Prior Year (as a percentage)							
Maintenance Costs (as a dollar amount)							0
Additional Costs:							
Hourly Rate for Professional Services							
Hourly Rate for Custom Programming							
Other Costs (if applicable; please specify the nature of these costs)							
Notes:							
Provide any notes or comments here							

Vendor Project Team

Instructions: The vendor is asked to provide the amount of resources that will be committed to the project in terms of number of hours. These amounts should be based on the functionality the City desires, included in the detailed Functional and Technical Requirements (Attachment B).

Functional Area	Requirements and Design	Data Conversion	Configuration and Setup	Implementation	Testing	Training	Total
Electronic Citation Issuance and Reporting System							0
Enforcement Management System							0
Parking Citation Processing System							0
Special Collections System							0
Marketing and Revenue Generation Program							0
Noticing and Correspondence							0
Other							0
Interfaces							0